

# Change and Release Analyst

## Basic information

**Band:** D

**Job family:** Technical

**Terms:** Permanent

**Location:** Cheltenham

**Reports to:** Change and Release Lead

**Team:** Technology Service Management

**Business unit:** Technology



## Role purpose:

- To take responsibility for managing all changes and releases to the UCAS business services infrastructure and applications.
- To minimise any risk and disruption to the business arising from change implementation.

## Key duties and responsibilities:

- Support the Change and Release Lead in monitoring and planning activities across all environments, with the overall oversight for change management and service transition processes.
- Support the Change and Release Lead and Core Technology Partner (CTP) to design and implement the release schedule and individual release plans. Both are aligned with business priorities.
- Ensure all aspects of the releases, both technical and non-technical, are considered together.
- Responsible for ensuring the adherence against the release schedule, and the successful implementation of any changes.
- Provide management information on the progress of a release (may require coordination with CTP release team).
- Assist the CTP with the appropriate management of changes to all environments (across all platforms, both on-premise and in the cloud). This requires releases to be deployed in a controlled manner.
- Ensure all changes and releases are reviewed for quality assurance, risk assessed, and prioritised consistently and appropriately, and all interested parties are made aware of the change. Help assess service readiness against service transition acceptance criteria.

- Support the Change and Release Lead at the appropriate transition/change management governance boards and processes. Prepare material for and schedule release readiness reviews/change board.
- Coordinate with the CTP to identify and communicate the change schedule and projected service outage to the Change and Release Lead, and service delivery managers.
- Coordinate with the CTP to ensure all scheduled releases are deployed in a controlled manner, in accordance with UCAS' requirements and standards.
- Ensure the CTP manages changes and releases within defined SLAs.
- Deputise for Change and Release Lead during sick leave and holidays.
- Maintain close collaborative working relationships with Service Delivery Management, and CTP's Change/Release, Service Transition, Problem/Incident Management functions.

**Stakeholders:**

**Internal:**

- All non-technology business units.

**External:**

- Higher education providers (HEPs)
- Core Technology Partner (CTP)
- Third party suppliers

**Person specification:**

- Plans and executes basic analysis and/or investigation with supporting guidance.
- Demonstrates a professional and specialist culture, with a focus on accuracy of output.
- Demonstrates competence across all basic analytical and/or investigative areas, and is developing specialist skills.
- Offers advice underpinned by professional knowledge.
- Identifies and interprets a range of information to make judgements.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

### **Our values in action**

**Customer** – We always look through the customer lens. The logic of the customer is the logic of UCAS.

**Commitment** – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

**Team** – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

**Outcomes** – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

**Agility** – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

**Extraordinary** – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.