



ROLE PROFILE

Role Title:	ICT Change and Release Analyst
Rank/Grade:	(B) SC6 (C) SC5 (H) A3
Job Family:	Business Support
Reporting to:	ICT Change and Asset Team Leader
Main purpose of the role:	To assist the ICT Change and Asset Team Leader in delivering and maintaining a robust change and release management function ensuring that all ICT changes are documented and processes according to the ICT department change management policies and procedures.

Key Responsibilities	
<ul style="list-style-type: none"> Assist the ICT Change and Asset Team Leader in the controlling of change to all Configuration Items within the ICT production environment. This includes raising and recording changes, analysing the impact, cost, benefit, risk, complexity and uncertainty of proposed changes, developing business justification and obtaining approval, co-ordinating change implementation, monitoring and reporting on the implementation, reviewing and closing requests for change (RFC). Assist the ICT Change and Asset Team Leader with the planning and overseeing small changes and the rollouts of new and changed software and associated hardware and documentation. Agree the exact content and rollout plan for the release, ensuring that all items being rolled out are secure and traceable via the CMS. Ensure that testing occurs and that release, rollout and back out plans are in existence prior to release. Propose and assist with the consideration of the most appropriate release type to employ under individual circumstances and management of customers and users expectations of releases and rollouts. Ensure documentation is produced according to procedures and that reviews of implemented changes occur. Prepare all documentation, including minutes for CAB meetings and steer or resolve actions arising as appropriate. Instigate the Emergency CAB process as urgent requests for change are identified, to ensure that these follow a controlled and predefined procedure. Produce and analyse reports to determine the effectiveness of the change and release management process i.e. number of changes/releases, changes per system, reasons for change, successful, unsuccessful etc., and make recommendations to the ICT Change and Asset Team Leader. 	

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None



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Entry Requirements

- Educated to A level or equivalent (Inc. Maths & English)
- An ICT Infrastructure Library (ITIL) Service Management foundation certificate would be desirable for this post.
- Able to demonstrate suitable experience in a Change role, or having worked in an ICT environment with rigorous change and release processes for at least two years.
- Experience in roles involving the co-ordination of multiple parallel activities to fixed timescales, producing relevant management information and written reports as necessary.
- Good attention to detail.
- Must be highly-motivated and flexible with good time management skills.
- Must be capable of good communication at all levels with excellent interpersonal skills.
- Proven analytical skills with some broad technical knowledge desirable
- Ability to work as part of a team

Any other General Requirements/Scope

- The post-holder may be required to work across BCH, attend meetings liaise and work with staff in different locations, therefore the ability to travel is essential.
- The role may require additional hours in the event of operational exigency.
- Vetting will be required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.



HERTFORDSHIRE
CONSTABULARY

ROLE PROFILE

Personal Qualities(Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

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