

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL**JOB DESCRIPTION**

Job Title: Change Analyst	Grade: 8
Directorate: Chief Executive	
Service: Technology Services	Business Unit: Change Delivery
Post No:	JE Ref:
Date of Issue: April 2024	
Responsible to: Senior Change Analyst	

Main Purpose of Job:

To support the Change Delivery Manager in the development, support and operation of the Council's digital solutions, including, but not limited to the corporate Customer Relationship Management (CRM) system, website, intranet, Microsoft 365 and other technologies.

The post holder will administer and manage the Council's internal and external facing solutions, working to enhance process automation and efficiency. Ensuring that the Council's technology operates reliably and to fully supported standards.

Main Tasks/Duties/Responsibilities

- To design, develop and support applications, forms, content pages and automated processes using the corporate CRM, website, intranet, Microsoft 365 and other technology solutions.
- Support the development and implementation of change; from analyse and interpretation of customer requirements through to design, development and go-live.
- Provide advice, system knowledge and technical expertise to relevant stakeholders to support digital transformation and process improvement.
- Support the delivery of projects in line with agreed timescales.
- Ensure that when processing personally identifiable information, that the resulting datasets are compatible with the original collection purpose and that all aspects of the Data Protection Act (2018) and General Data Protection Regulations are adhered to.
- Work outside normal office hours when the occasion demands, both scheduled and unscheduled to meet emergency situations.
- Take an active role in the Council's defence to cyber security, promoting and implementing security best practice and defence-in-depth.

General

- To actively and personally promote the achievements and values of the Council, both within your Service and elsewhere.
- To ensure that the council complies fully with all legislative requirements arising from or related to your Service, including Health and Safety, Data Protection and Freedom of Information.
- To ensure that your service complies with the council's Data Quality Policy (with regard to all relevant data as appropriate).
- To actively participate in the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your Head of Service.
- To be proactive in your own personal and professional development, updating your knowledge and skills by appropriate means as agreed annually through the council's Performance Appraisal Scheme.
- To ensure that the principles of equality of opportunity are fully integrated and actively pursued within all areas of the council's service provision and employment policies, practices and procedures.
- To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Disability Discrimination Act.)

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.