Job Description Template

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| Job title: | IT Change Co-Ordinator |
| Department: | IT |
| Location: | Remote |
| Reporting to: (job title only) | IT Change Manager |
| Direct reports: (job title only) | N/A |
| Accountable to: (where applicable) |  |
| Responsible to:(where applicable) |  |
| Job purpose: | To assist with coordinating, running, and supporting change within the IT Team and wider business, including projects, mobilisations, and existing changes. |
| Role and Responsibilities: | * + Coordinating suppliers in a highly technical, and frequently demanding environment.
	+ Implement documentation to move projects, mobilisations, and processes into BAU.
	+ Creation of new technical and business processes.
	+ Liaise with key stakeholders (both internal and external) and other support providers to understand and contribute to changing system landscapes, support frameworks and end user requirements.
	+ Plan and run User Acceptance Testing of new or reconfigured systems and applications.
	+ Out of Hours change attendance.
	+ Ensure that new products comply with IT security standards.
	+ Run projects where applicable.
	+ Perform key project and mobilisation tasks to support the IT Change Team.
	+ Creating SOPs and documentation for projects and mobilisations, where needed.
	+ Provide reporting and updates on tasks and projects where there is ownership.
	+ Prioritise workload with own initiative and have the mindset to drive tasks forward.
	+ Adherence to existing departmental process’ and guidelines, whilst suggesting ideas for continued improvement.
	+ Occasional Site Visits

**Equality Diversity & Inclusion (EDI)**We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders. * Be aware of the impact of your behaviour on others.
* Ensure that others are treated with fairness, dignity, and respect.
* Maintain and develop your knowledge about what EDI is and why it is important.
* Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.
* Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice.
* Be prepared to speak up for others if you witness bias, discrimination, or prejudice.
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| Clinical Governance:(where applicable) |  |
| Training and supervision: | * + Continual Personal Development (CPD)
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| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * + Minimum grade C GSCE in maths and English.
 | * + ITIL 4 Foundation
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| **Experience** | * + 2+ Year Office Administration Experience
 | * + Mitel
	+ CRM admin
	+ Office 365 Admin
	+ Business Analyst
	+ Project Support/Coordination
	+ Ticket Analyst/Support Desk
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| **Skills/knowledge** | * + Ability to prioritise & organise own work in a busy environment.
	+ Strong Office 365skills (or willingness to learn)
 | * + Azure
 |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * + Attention to detail and calm methodical manner
	+ Ability to multitask
	+ Ability to cope with changing priorities/topic switch at short notice
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# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| --- | --- | --- |
| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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