Job Description



JOB TITLE: IT Transition Analyst

GRADE: 4

REPORTING TO: Head of IT Delivery

LOCATION: Swansea

# **ABOUT US:**

ERS is the UK's largest specialist motor insurer with an A+ rating. We recognise that for some, motor insurance is more than just a must-have; it's a way of taking care of what stands at the heart of their passion or livelihood. For those people, standard insurance isn't enough. That's why we work exclusively with motor insurance brokers to help get under the skin of the most difficult insurance risks, helping build products to meet their customer’s needs.

**THE ROLE:**

The Transition Analyst will support in the management of IT delivery, tracking and reporting against agreed IT delivery plans while working to facilitate the success of that delivery. This role reports to the Head of IT Delivery, and requires collaboration with, amongst others, the Enterprise Applications Delivery Manager, IT Change and Release Function, wider IT team, and ERS Change Team.

* Monitor, track and report IT delivery.
* Provide effective reporting and key updates to IT and business stakeholders.
* Engage with external suppliers as required.

• Maintain a consistent and effective approach to IT delivery management aligned to the ERS Change Governance Framework

• Follow the IT governance framework in order to support delivery of the wider ERS change portfolio and strategic objectives.

• Provide IT Analyst support to a complex series of related projects, having an awareness of their interdependencies and highlighting any potential constraints or threats to delivery.

* Provide support to the Change and Release Function by helping to review, schedule and support the delivery of Changes and Releases to the ERS IT estate.

**KEY RESPONSIBILITIES:**

* Help maintain an IT delivery plan and roadmap, showing key milestones, phase reviews and dependencies
* Attend project meetings to provide analyst support in relaying updates to and from the Project Team to relevant IT stakeholders
* Provide regular reporting and assist the Enterprise Applications Delivery Manager on tracking and reporting of the IT Project portfolio.
* Conduct IT delivery meetings and attend project and programme meetings where required to do so on behalf of the IT Team Leads
* Support the Change Management function through helping to assess RFC’s for quality, and production of Change Management documentation and communications.
* Assist the Release & Environments Manager in the preparation of application upgrades and other general Release-orientated tasks.
* Support the Change and Release Management lifecycle which includes helping to schedule, coordinate and manage changes and releases across the enterprise for multiple applications across various Portfolios.
* Embody and amplify the ERS values in all aspects of day to day activity ensuring that all interactions and engagements are carried out with the highest ethical and professional standards.
* Carry out other reasonable tasks as required by line management.

*The above duties and responsibilities are not an exhaustive list and you may be required to undertake any other reasonable duties compatible with your experience and competencies. This description may be varied from time to time to reflect changing business requirements.*

**KEY DESIRABLE ATTRIBUTES:**

* Proven experience of Working with Governance processes within medium-sized companies
* Ability to Produce reports to an agreed schedule or upon request
* Proven experience of portfolio support including providing portfolio assurance and governance
* Ability to build and maintain excellent customer and team relationships
* 2-5 years of previous Change/Release experience, (Solid understanding of Service Transition principles preferred)
* Understanding of the management of risk and impact in an operational setting.

**KEY PERSONAL DESIRABLES:**

* Effective Communication Skills - Excellent written and oral communication skills, with clear attention to detail.
* Building Relationships - Strong interpersonal, consultative and influencing skills.
* Governance - Ability to develop and work within clear governance frameworks and instil those practices in others.
* Commercial Awareness & Problem Solving - Ability to present ideas in user-friendly language.
* Driving & Delivering Results - Ability to effectively prioritise and execute tasks in a high-pressure environment.
* Teamwork - Experience working in a team-oriented, collaborative environment; being able to multitask for various colleagues/stakeholders at the same time.
* Ability to support colleagues, volunteers and contracted parties through motivation, teamwork, supervision and accountability.

Name (PRINT).…………………………………………………………………

Signature: …………………………………………………………………………

Date: ………………………………………………………………………………