



OPPORTUNITY

Change & Test Manager (Digital Services)

Reference: 0196-24

Grade: 9

Salary: £45,585 £54,395, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Change and Testing Manager will play a pivotal role within the Digital Services department at Aston University, contributing to the seamless operation of IT systems and infrastructure across the organisation. The primary purpose of this position is to establish and maintain robust change management and testing practices, setting the standard for organisational efficiency and reliability.

Working with the University's Colleges and professional services teams, the post holder will champion Change Enablement and Testing best practices and will foster a culture of continuous improvement that enables Aston to realise the value of change whilst minimising disruption and maintaining system integrity.

Main duties and responsibilities

- Develop and implement comprehensive change enablement processes and procedures in alignment with the ITIL4 framework, ensuring adherence to best practices and regulatory requirements.
- Collaborate closely with infrastructure and application teams to assess the impact of proposed changes on existing systems and processes, facilitating effective communication and coordination.
- Drive the change enablement process for all enterprise applications and infrastructure changes, including planning, scheduling, reviewing, and implementing changes to minimise disruption and maintain system integrity.
- Establish clear roles and responsibilities for change management activities, ensuring accountability and ownership at all stages of the change lifecycle.
- Facilitate Change Advisory Board (CAB) meetings, presenting change proposals, assessing risks, and obtaining necessary approvals prior to implementation.
- Monitor and report on the progress of change initiatives, identifying trends, issues, and opportunities for improvement.
- Conduct regular reviews of change enablement processes and procedures, incorporating feedback and lessons learned to enhance efficiency and effectiveness.
- Develop and maintain documentation related to change activities, including change policies, procedures, and post-implementation reviews.
- Lead change enablement training sessions for Digital Services staff and end-users, promoting awareness and understanding of change principles and their importance in maintaining system stability and reliability.
- Establish and maintain a standardised approach to testing, including test planning, execution, and reporting.

- Collaborate with project managers, developers, and business analysts to define testing requirements and deliverables.
- Monitor testing progress and outcomes, identifying and addressing issues and inefficiencies in testing processes.
- Provide guidance and support to staff involved in change management and testing activities, fostering a culture of continuous improvement.

Additional responsibilities

- Stay abreast of industry trends, tools, and methodologies related to change management and software testing, recommending improvements as necessary.
- Contribute to the development and implementation of Digital Services policies, standards, and procedures.
- Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- Ensure and promote the personal health, safety and wellbeing of staff and students.
- Carry out duties in a way which promotes fairness in all matters, and which engenders trust.
- Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

Method of Assessment: Application Form (AF) Interview (I) Presentation (P) Test (T)

		Essential	Desirable
Education and qualifications	ITIL - Foundation Level	AF	
	ITIL – Practitioner Level - Change Enablement		AF
	ISTQB - Foundation Level		AF
	Higher Education Qualification		AF

		Essential	Desirable
Experience	Experience in IT - Change Management	AF & I	
	Experience in software testing		AF & I
	Understanding of change and testing principles and best practices, with the ability to tailor them to organizational needs.	AF & I	
	Comprehensive management, leadership and influencing skills.	AF & I	
	Experience of working in higher education or similarly complex environment.	AF & I	
	Working with 'TopDesk' or comparable change management system.		AF & I

		Essential	Desirable
Aptitude and skills	Credible and engaging	I	
	Excellent oral and written skills	AF & I	
	Analytical mindset with a keen attention to detail, able to identify and mitigate risks effectively	AF & I	
	Flexible and adaptable	I	
	Enthusiastic and supportive	I	
	Resilient and determined	I	

Contact information

Enquiries about the vacancy:

Name: Lee Boehm
Job Title: Head of Enterprise Applications
Email: l.boehm@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: <https://www2.aston.ac.uk/staff-public/hr/Benefits-and-Rewards/index>

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they are applying for is listed as an exception under the act.

Eligibility to work in the UK:

Post-Brexit transition period / EU Settlement Scheme

The post-Brexit transition period ended on 31 December 2020. If you are an EU/EEA citizen and you were a resident in the UK before 31 December 2020, you and your family members (including non-EU citizens) need to apply to the EU Settlement Scheme to continue to live, work and study in the UK beyond 30 June 2021. The deadline for applying to the EU settlement scheme is 30 June 2021. You can apply via the Government webpage

<https://www.gov.uk/settled-status-eu-citizens-families>

Irish Nationals do not need to apply for settlement as they retain the right to work in the UK.

New immigration system for EU/EEA and Swiss Nationals who were not resident in the UK before 31 December 2020

A new immigration system has been introduced for people arriving in the UK from EEA countries with effect from 1 January 2021. In addition to those who have always required a visa, EU citizens moving to the UK to work will need to get a visa in advance. You can find more information on the following website. Candidates should check their eligibility to enter or remain in the UK in advance of making any job application via the UKVI website

<https://www.gov.uk/browse/visas-immigration/work-visas>. Before applying you should ensure that you meet the requirements, including meeting the English Language requirements. If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. If you require a visa to work in the UK the most common types of visa are:

Skilled Worker Visa

<https://www.gov.uk/skilled-worker-visa>

Global Talent Visa

If you are a leader or potential leader in one of the following fields you may be eligible to apply for a Global Talent Visa:

- Academia or Research
- Arts and Culture
- Digital Technology

Please click the following link for further information and to check your eligibility for this visa.

<https://www.gov.uk/global-talent>

Equal Opportunities: Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment. Individuals will not be identified by name.

Data Protection: Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) ("GDPR"). The University's Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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aston.ac.uk



**Where change
gets real.**