Business Change Analyst
Operational Services

Salary: £31,449 - £35,949   **Location**: Linea (Cardiff)

Who we are

When you think about it, water is the most basic human need. So what we do at Welsh Water is incredibly important – we give three million customers safe, clean water, take away their dirty water and help to protect our beautiful environment. It's an awesome responsibility, and we have to earn our customers' trust every single day. Being the only not-for-profit company in the utilities sector is certainly a good start. Every single penny we make goes back into looking after their water and environment, rather than going to the pockets of shareholders.

Welsh Water operates a complex technology environment across our Clean Water and Waste Water estate with in excess of 2000 users and 5,000 assets, supported and monitored 24/7 by our Smart Hub team. We need to harness our ability to extract maximum benefit from investments in operational technology and ensure our systems, processes and supporting architecture are resilient. Cyber Security is an increasing concern for any organisation but is of particular importance to Welsh Water as a regulated provider of Critical National Infrastructure with a vision to 'earn the trust of our customers every day'.

What you will do

Working within the Programme Team, and under the direction of the Programme Manager, the Business Change Analyst will be responsible for analysing business change activity and assessing the potential impact of the Cyber Security Programme to improve the protection and resilience of our operational technology systems, including SCADA and Industrial Control Systems, against a range of evolving threats.

The purpose of the role is to ensure that the requirements for business change are understood and adequately documented before projects get underway. To achieve this the IT business change analyst will be expected to help articulate the way in which business change could affect users on a day-to-day basis. Change analysts must be great verbal and written communicators, tactful diplomats, problem solvers, thinkers and analysers - with the ability to engage with stakeholders to understand and respond to their needs in rapidly changing business environments.

What we offer

We know that if our employees are happy, our customers are happy. That's why we offer a great benefits package. As one of the biggest companies in Wales, our reward and benefits package includes:

- Generous Pension Plan
- 25 days annual leave plus public holidays
- Cycle to Work scheme
- Colleague Variable Pay Scheme (Bonus)
- Childcare Voucher Scheme

Interested?

Please send your CV and cover letter to our Recruitment Team - recruitment@dwrcymru.com by **Noon 23 May.**

The Declaration Form, available at www.dwrcymru.com/careers should also be completed and submitted.

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Business Change Analyst

Reports to: Programme Manager

Working hours: Full time (37hr per week)

What you'll be responsible for

1. Understanding and documenting the requirements for change ensuring that the projects making up the OT Cyber Security Programme have properly understood definitions of business change and identified benefits that are to be delivered in the teams and departments affected.

2. Understand the impact level of change and ensure that the project plans fully record what is needed – and that this is understood by the business units who will be responsible for delivering the change.

3. Working with key stakeholders and teams to ensure that change is clearly understood and successfully implemented and embedded

4. Identifying, proposing and developing new ideas for change ensuring the required documentation is in place

5. Working with key stakeholders to review existing 'as-is' processes, defining and documenting 'to-be' processes by identifying gaps and areas of improvement and efficiency

6. Prioritising the requirements for change across the projects within the OT Cyber Security Programme

7. Managing relationships with other business areas to ensure that the OT Programme team is seen as the place to come to progress any ideas for operational technology change

8. Provide business support by understanding the integration between the organisation, business process and the underlying technology components

9. Understanding and experience of the requirements capture to implementation life-cycle and is expected to liaise internally across multiple departments and teams and with project representatives from third-party contract organisations.

10. Developing an understanding of internal tools and processes and impact the way teams in our company work together to deliver the right outcomes

11. Working closely with the relevant business teams to ensure that the transition from project to service is seamless

12. Support at locations throughout Wales (if required)

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Your activities will include

- Documenting a change approach, plan and strategy for the OT Cyber Security Programme
- Development of appropriate change management plans for all OT Cyber Security Programme projects with change management requirements
- Identifying what changes in processes, procedures and practices are needed to deliver sustainable and beneficial change
- Running a requirements gathering/definition workshop
- Performing quality assurance of business deliverables
- Constructing process models
- Planning and running workshops involving business stakeholders and delivery teams
- Effectively present options and recommendations to senior stakeholders
- Identifying and supporting business implementation tasks
- Identifying and documenting project risks, issues, assumptions and dependencies
- Co-ordinating a Change Network (engage with users)
- Development of communications strategies and plans
- Stakeholder engagement and management
- Such other activities as may be required to fulfil your responsibilities

Who you'll be working with

- OT Programme Manager and Project Managers
- Technical Information Security Officer (TISO) and other Information Security team members
- Smart Hub Systems Team
- Automation, Telemetry and Control (ATC) Teams
- Work closely with relevant Business Information Services teams
- Business Managers and Team Leaders
- Senior Management Stakeholders
- Business Relationship Managers
- External Partners
- Project Work stream Leads

About you

Knowledge, Skills and Experience	Essential	Desirable
Demonstrable experience in delivering or supporting business change activity as part of a project change	💧	
Knowledge of business change management framework approaches or methodologies	💧	
Awareness of change control processes & business implementation principles	💧	
Ability to take people at all levels through structural, procedural and cultural change to gain commitment to new ways of working	💧	
Experience of engaging with and influencing stakeholders at all levels of an organisation and with the gravitas to manage escalation from senior managers and executives	💧	
Strong organisational skills with excellent attention to detail in document and process production.	💧	

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Detailed understanding of the impact of change, the interdependencies and impact on the business.	💧	
Strong commercial awareness in relation to the environment worked in	💧	
PC & systems literate	💧	
Experience of delivering project change in a complex supply chain organisation with disparate field-based operations		💧
A knowledge or understanding of ITIL (Information Technology Infrastructure Library) practices and processes		💧

Dwr Cymru Welsh Water is an Equal Opportunities Employer.

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