Midlothian

Change & Release Analyst

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Midlothian Council is Scotland's fastest growing Local Authority - serving a growing population of over 90,000. Situated just ten miles south of Edinburgh, Midlothian boasts some of the finest green spaces in Scotland, including the Pentlands Regional Park. People are moving to the area to live in new housing, to take advantage of job opportunities and for the excellent transport links, including the Borders Railway. We provide a hugely diverse range of services to our citizens including schools, social care, planning waste and recycling services, libraries, and lots more.

Once known for its mining, Midlothian now has the largest concentration of animal-science-related expertise in Europe. The Edinburgh and South East Scotland City Region Deal, a major initiative with the potential to transform Midlothian, will drive productivity and growth while reducing inequalities and deprivation. Meanwhile, ambitious plans to improve town and village centres including Dalkeith, Newtongrange, Penicuik and Gorebridge will further boost the economy.

Midlothian offers excellent leisure opportunities. Our Loanhead Centre, incorporating a new primary school, library, medical practice, pool and leisure facilities, won a Scottish Property Award. Newbattle Community Campus opened in 2018 and is a Digital Centre of Excellence. The Midlothian Snowsports Centre at Hillend boasts the longest dry ski slope in Europe, whilst five of the Council's parks have Green Flags.

The Council is the largest employer in the region, with roles for over 4,000 people. We recognise that our most valuable asset is our people, and we strive to be an employer of choice by providing a range of benefits to recruit and retain the best people.

Among the 4000 staff at Midlothian Council, there is a host of talented digital and technical change professionals. It is within this area that the Change & Release Analyst will sit. The successful candidate will be joining the Council at a hugely exciting time as we embark on a wide-scale transformation supported by our new Digital Strategy.

Pivotal to delivering our ambitions is a Digital Service that underpins this work, both now and in the future. This role will support the Senior Change and Release Analyst , ensuring the adequate risk assessment and scheduling of technical changes and releases. The role will also help coordinate Digital Service projects and technical and business process changes and support new and existing functions to enhance the work of Digital Services.

Thoughts on Preferred Candidate:

We are looking for someone adaptable and flexible, with the ability to handle a range of duties. Excellent communication skills and the ability to form good working relationships with both technical and non-technical stakeholders will be fundamental to your success in this position. While being decisive and assertive is required, you must also be able to take into account a wide range of perspectives.

Job Title:	Change & Release Analyst
Reports to:	Senior Change & Release Analyst

Key Responsibilities:

- Assist the Lead Change and Release Analyst in planning the roll out of changes to software, hardware and processes, coordinating releases and interdependencies
- Undertake analysis after release
- Liaise with DevOps and service designers
- Design and action communication plans and documentation relating to changes to customers
- Assess possible training needs related to changes
- Review process changes and their adoption both within Digital Services and with customers
- Assist the Senior Change and Release Analyst in project managing change packages
- Assist the Senior Change and Release Analyst in managing and developing the Digital Services asset database (software and hardware)
- Assist the Senior Change and Release Analyst in providing core reporting on Digital Services service delivery
- Maintain secure configuration and accurate information, control IT assets in one or more significant areas, and verify the location and state of assets
- Identify and register incidents, gather the required information and allocate it to the appropriate channel
- Investigate problems in systems, processes and services, with an understanding of the level of a problem (for example, strategic, tactical and operational) and contribute to the implementation of remedies and preventative measures
- Maintain the Configuration Management Library

Key Skills / Attributes:

- Demonstrable experience in a similar position
- Knowledge of project management principles or experience acting as a project support assistant
- The ability to effectively communicate with internal and external stakeholders
- The ability to act on your own initiative while taking into consideration the effect on a variety of stakeholders
- Experience of ServiceNow & Microsoft packages (Teams, Excel & Word)
- Strong attention to detail

Salary:	Competitive salary available
Benefits Include:	Flexible working
	Local Government Pension Scheme, Council's contributions are 22.2%
	Family-friendly leave
	Discounted Gym membership at our leisure centres
	Nationally agreed pay increases
	Cycle to work scheme

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- To find out more about the role, please contact Midlothian Council's retained advisor, Rachel Sim at Livingston James
- All third-party applications, enquiries and direct approaches to Midlothian Council will be referred to Livingston James