



## Job Description

<b>Job Title:</b>	Change Control Manager
<b>Directorate/Team:</b>	Technology & Insight Directorate
<b>Location:</b>	16 Summer Lane or other site/location
<b>Responsible to:</b>	Business Management Unit Lead (Technology & Insight)
<b>Responsible for:</b>	Digital Asset Management & Service Catalogue Specialist, plus significant matrix influence across Product, Data, Corporate IT, Technology Systems & Infrastructure (TSI), EA, and PMO
<b>Key working relationships:</b> (internal)	CTIO; Directors of Technology & Digital & Product; Heads of Service (IT, TSI, Product, Data); Enterprise Architect; Corporate PMO; Audit; Information Governance; Service Desk
<b>Key working relationships:</b> (external)	Technology Suppliers, managed services partners, hosting providers, engineering partners, and assurance bodies

## Purpose of the Post

The Change Control Manager ensures that all technology, digital, data and operational-technology (OT) changes across WMCA are safe, well-governed, auditable and operationally ready. The role owns and operates the Technology Change Advisory Board (CAB), maintains the change calendar, and ensures that each change entering live service meets defined readiness standards, including non-functional requirements (NFRs), rollback plans, monitoring/alerting, documentation, and support-model clarity.

The postholder is a key part of the BMU “operational spine”, ensuring disciplined governance, predictable flow of change, and reduced risk of incidents. The role supports RUN and CHANGE functions equally, coordinating across Product teams, Data engineering, Corporate IT, Operational Technology, and the Enterprise Architect. It works closely with the Corporate PMO to ensure that method, stage-gate and assurance expectations are met for all change activity.

## Accountabilities

- **Run the WMCA Technology Change Advisory Board (CAB)**
  - Schedule, facilitate and document all CAB meetings, ensuring appropriate representation from RUN and CHANGE.
  - Coordinate emergency and fast-track CABs (24–48 hours) for security, safety or operational continuity issues.
  - Maintain high-quality, audit-ready CAB minutes, actions, approvals, exceptions and dispensations.
  - Ensure CAB decisions are communicated clearly to stakeholders, including Service Desk, IT operations, TSI, Product teams and suppliers.
- **Operate the T&I Change Calendar and Release Cycle**
  - Maintain the single change calendar, ensuring visibility of all releases, deployments, supplier changes, infrastructure patching and OT interventions.
  - Identify collisions, conflicts, blackouts, risk windows, and peak-load periods—and support leadership to resolve these.
  - Coordinate change “freeze” periods for major corporate or transport events.
- **Own the Release Readiness Process**
  - Act as the subject-matter lead for the T&I release-readiness framework, including:

- NFRs (security, availability, operability, maintainability).
- Runbooks, rollback/contingency plans, DR/backup evidence.
- Monitoring and alerting configurations.
- Interface, integration and dependency impact assessments.
- Support-model definition and transition arrangements.
- Technical documentation updates (machine-readable formats where possible).
- Accessibility and privacy-by-design artefacts, in partnership with IG and EA.
- All readiness criteria are aligned to the BMU framework and EA guardrails.
- **Ensure Audit, Compliance and ISO Readiness**
  - Maintain audit-ready change records for ISO 27001, ISO 27701, ISO 22301, ISO 9001, and internal audit.
  - Work with the Information Security, Integrity & Risk Officer to ensure change controls meet cyber and IG policies.
  - Ensure change evidence is complete, accurate and version-controlled.
- **Provide Insight and Performance Data**
  - Maintain change KPIs and flow metrics (change success rate, change failure rate, emergency changes, MTTR, backlog ageing, CAB throughput).
  - Contribute to the T&I performance pack produced by the BMU Lead.
  - Identify themes, technical debt patterns and underlying systemic issues.
- **Support RUN/CHANGE Integration**
  - Work with the Head of Corporate IT and Head of TSI to coordinate change windows, maintenance periods and field-technology or OT access windows.
  - Work with Product and Data leads to ensure build-to-run readiness and predictable handover.
  - Ensure the Enterprise Architect reviews and confirms design/NFR alignment.
- **Enable Cross-Directorate Ways of Working**
  - Ensure all change artefacts meet Corporate PMO method and Assurance Framework expectations.
  - Support the BMU Lead in preparing evidence for gate reviews, portfolio committees and operational governance boards.
  - Feed risks and exceptions into the PMO portfolio process.
  - Maintain a single T&I resource planning system capturing skills, availability, pipeline demand and utilisation.
  - Operate within the 13-week planning cycle across all Technology & Insight teams
  - Support the Technology & Insight Kanban boards / workflow systems, ensuring consistent visualisation of tasks, dependencies, and progress.
  - Provide T&I's authoritative resource and scheduling inputs into Corporate PMO portfolio planning.
  - Provide clear capacity/feasibility assessments for Directors and Heads before commitments are made.
  - Surface risks, bottlenecks, and constraints early and recommend mitigation options.
  - Support onboarding, reallocation and upskilling of staff through evidence-led resource decisions.
  - Maintain transparent reporting on utilisation and forecast demand, supporting budget and workforce planning cycles.

## Responsibilities

### Strategic

- Provide the single, consistent change governance framework across all digital, data, corporate IT and operational technology.
- Support the CTIO, Directors and Heads to balance risk, velocity and operational stability.

### People

- Build strong working relationships across T&I service areas, Corporate PMO, Service Desk, suppliers and operational teams and technical teams across the WMCA.
- Promote a culture of disciplined, evidence-driven change.
- Support Heads in understanding change demand on their teams
- Work collaborative with all colleagues and stakeholders to further common goals.

- Promote agile and Lean working practices across the directorate, including team ceremonies, retrospectives and continuous improvement cycles.
- Support capability-building by identifying skill gaps, utilisation patterns and upskilling needs.

### Operational

- Be the WMCA authority for change management and release readiness.
- Ensure all changes follow approved processes and use standard templates.
- Operate the emergency change pathway and coordinate service-protecting activity.
- Maintain the Technology & Insight Directorate's centralised change management tools, updating availability, allocations, competency profiles, and demand pipelines weekly.
- Support weekly Ops Huddles, ensuring change constraints, scheduling issues, change collisions and multi-team dependencies are surfaced and resolved.
- Coordinate technology changes across the WMCA and T&I Directorate (Product, Data, Corporate IT, TSI and EA) in an agile, responsive way.
- Support the Build-to-Run Board by ensuring releases are resourced, dependencies are understood, and readiness tasks are planned.
- Apply and work with DevOps and Lean workflow principles, including:
  - Kanban boards and visual workflow
  - WIP limits and throughput tracking
  - Flow metrics (cycle time, lead time, throughput, blocker ageing)
  - Capacity-based sprint/iteration planning
- Maintain high-quality data for quarterly performance reviews, audit processes, and ISO controls (e.g., change logs, scheduling evidence).

### Financial

- No direct budget responsibility but will work to impact cost avoidance through reduction of failed changes, outages, rollbacks and supplier rework.

### Other

- Operate effective matrix working between the Directorate and WMCA Corporate PMO to ensure effective project delivery, portfolio oversight, and financial monitoring.
- Ensure adherence to WMCA governance, HR, procurement and financial protocols.
- Support the BMU Lead in maintaining a high-quality operational environment, predictable workflows, and disciplined scheduling practices.
- Drive continuous improvement in operational processes, tools, and ways of working.
- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

## Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
<b>Experience</b>					
• Experience managing or coordinating IT, digital or OT change processes in a complex technical environment.	x		x	x	
• Experience applying Agile, Lean or DevOps-aligned delivery practices (e.g., Kanban, flow metrics, sprint planning, CI/CD awareness).	x		x	x	
• Experience facilitating CABs, release cycles or readiness reviews.	x		x	x	
• Experience working in or alongside portfolio-led environments with multiple concurrent projects or product teams.	x		x	x	
• Experience of coordinating technical teams (engineering, data, IT, OT, product) in a complex, multi-stakeholder organisation.	x		x	x	
• Experience applying ITIL Change Management, DevOps or continuous-delivery practices.		x	x	x	

• Experience in public sector, transport, infrastructure or regulated environments.		x	x	x	
• Experience contributing to ISO 27001/9001/22301 audit evidence.		x	x	x	
• Understanding of enterprise architecture, service management, or technology asset management.		x	x	x	
<b>Skills / Knowledge</b>	<b>E</b>	<b>D</b>	<b>A*</b>	<b>I*</b>	<b>T*</b>
• Strong understanding of ITIL Change Management, Release Management and configuration/change governance.	x		x	x	
• Practical understanding of Agile, Lean and DevOps concepts (e.g., Kanban flow, WIP limits, continuous integration, automated testing).	x		x	x	
• Ability to interpret technical risks across networks, infrastructure, cloud, data, applications and OT.	x		x	x	
• Strong analytical ability, attention to detail and record-keeping discipline.	x		x	x	
• Ability to manage multi-stakeholder dependencies and resolve scheduling conflicts.	x		x	x	
• Excellent communication, facilitation and documentation skills.	x		x	x	
• Knowledge of cyber security principles, NIST/ISO/NFR frameworks.		x	x	x	
• Understanding of digital and technology delivery environments: software engineering, data pipelines, corporate IT operations, OT/public-realm systems.	x		x	x	
• Ability to manage multi-team dependencies and prioritisation conversations with senior stakeholders.	x		x	x	
• Highly organised; strong attention to detail; excellent communication skills; strong problem-solving ability.	x		x	x	
• Familiarity with DevOps toolchains (e.g., Azure DevOps, Jira, GitHub boards, CI/CD pipelines).	x		x	x	
• Collaborative, diplomatic, and able to influence across organisational boundaries.	x		x	x	
• Proactive, organised, and comfortable managing multiple priorities.	x		x	x	
• Committed to continuous improvement and high standards of delivery.	x		x	x	
• Able to build trust and credibility with senior leaders and technical experts.	x		x	x	
• Ability to communicate complex information clearly to senior stakeholders.	x		x	x	
• Ability to interpret and report financial, performance and operational information	x		x	x	
<b>Qualification / Education / Training</b>	<b>E</b>	<b>D</b>	<b>A*</b>	<b>I*</b>	<b>T*</b>
Evidence of continuous professional development in ITIL, Change Management, Agile or DevOps disciplines.	x		x		
Agile certification (e.g., Kanban System Design, Scrum Master, AgilePM).		x	x		
ISO auditor/lead implementer training.		x	x		
ITIL v4 Managing Professional or Change Specialist certification.		x	x		
Membership of relevant professional body		x	x		

\*Key: A = Application, I = Interview, T = Testing/Assessment

### Core Expectations

<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.

<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

### Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
<b>Inclusive</b>	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
<b>Innovative</b>	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

### Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family