

# Change Development Analyst - Decarbonisation

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## Who We Are

Xoserve is the Central Data Service Provider, that sits at the heart of Britain's complex gas market as a specialised contract management and assurance company. Xoserve maintains accountability for the delivery of the Data Services Contract for the industry, which is delivered by a key outsourced service provider.

We need people who are comfortable, and excited, about operating in the middle of a two-sided business model. We embrace modern technology and want people who are adept at weighing up the needs of our customers, on either side, taking pride in connecting them via seamless automated and digital processes.

## How We Work

We encourage you to, 'Dress for your day' and, 'Locate for your day'. It's as simple as that. We're happy to talk flexible working with everyone who works at Xoserve and will work with you to have some flexibility over where, when and what hours you work. We want you to be able to participate fully in your work life without compromising your family commitments or general wellbeing. So, our aim is to provide the tools, technologies and work practices to make that a reality.

## The Role

Reporting to the Customer Change Manager, the Change Development Analyst supports proactive development of Decarbonisation investment change initiatives. They lead engagement with customers and industry throughout the change journey.

Changes may include tactical, strategic, regulatory and legislative initiatives that are within scope of our Decarbonisation Investment Programme.

The Change Development Analyst partners with our service provider, and our customers, to collaborate and develop these initiatives into workable solutions that successfully delivered customer desired outcomes and benefits.

## Role Accountabilities

- Focus on being able to interpret and articulate customer's requirements and expected outcomes, following these through the change journey, ensuring benefits are realised.
- Partner with and influence key stakeholders to secure buy in to changes and associated solution options.
- Analyse and provide insight to customers – helping ensure potential risks and impacts are understood.

- Attend industry forums and development sessions as required, with an emphasis of leading and supporting customers through change journey.
- Act as liaison, facilitator and customer interface with our service provider and delivery teams, as required.
- Coordinate Management Information (MI), Status updates, risks and issues to drive deliverables that enable effective decision making to be performed by leadership teams and customers.
- Responsible for presenting and engaging with customers at Data Service Contract (DSC) Change Management Committee (ChMC), overseeing each step of the Change Process.
- Build and maintain excellent working relationships with our internal teams and service providers to ensure the successful delivery of change to create maximum value for customers
- Ensure and promote engagement across the Customer Change team to work efficiently as one team and effectively as part of Xoserve in the industry.

### **Special / Technical Expertise**

- Knowledge of the industry commercial and contractual arrangements in which Xoserve operates.
- Experience of frameworks and methodologies relating to change development and customer engagement.
- Ability to work in collaboration with our service provider to achieve win-win outcomes.
- Experience of effectively managing and delivering successful change into customer organisations.
- Innovative thinker / problem solver
- Self-starter with keen eye for detail
- Able to interpret complex scenarios and explain these in plain English
- Approach every situation from the customers perspective.
- Proven track record to effectively analyse and develop change initiatives.

### **Our Core Four Behaviours**

The Core Four help us achieve our strategy by underpinning our direction of travel. They provide a clear line of sight to identify strengths and development opportunities. They shape our culture and how we work with one another – they are our DNA. They determine the way we should work to achieve great performance.

We are a diverse team, with a community of dedicated, innovative and talented professionals. Does this sound like you?

### **Dream Big**

We embrace change and the future.

We challenge the 'norm' and work together to push boundaries and innovate.

### **Delight Customers**

We do what we say we will.

Our customers are our priority and we identify and anticipate their needs.

### **Drive Success**

Mediocre isn't an option!

We take responsibility to achieve results and create an environment that enables everyone to perform at their best.

### **Develop You**

We take every opportunity to develop.

We develop ourselves and others and build relationships based on trust and integrity.

*Xoserve is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, ancestry, place of origin, creed, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status or disability. We promise that your opportunity for employment with us depends solely on your qualifications.*

***We offer a competitive starting salary of £40,000 - plus benefits, depending on experience.***

If you are interested and consider you have the right skills and experience we are looking for, please email your CV, together with a covering letter explaining why you believe you are the right candidate to [people@xoserve.com](mailto:people@xoserve.com).

The closing date for applications is Friday 14<sup>th</sup> May 2021.