

<b>Role:</b>	<b>Change and Release Manager</b>
<b>Reports to:</b>	<b>IT Operations Director</b>
<b>(in) Direct Reports:</b>	<b>N/A</b>
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## The company

For over 20 years, the people of Kalibrate have been staying ahead of the curve in the fast-moving world of fuel and convenience retail. We were the first to use the power of data for better decisions and today our proprietary analytics make data a smart, actionable tool. In an era when others focused on cutting costs, we changed the paradigm to building revenue, market share and profits. At the start we were known as KSS Fuels, today, merged with the people of Market Planning Solutions Inc., we are [Kalibrate](#). With over 300 clients in 68 countries on six continents, in mature and emerging markets, for clients large and small, our strategy and technology solutions empower fuel and convenience retailers around the globe to achieve greater VOI and success on their own terms.

We are embarked on an exciting new phase in Kalibrate history - a transformation journey for both company and products. We are establishing new capability, structure and process and rearchitecting our products with the latest technologies, all with the goals of providing better value to our customers, more quickly, with greater frequency and with a reduced total cost of ownership for everyone.

## The role

The Change and Release Manager role is responsible to manage the day to day changes and new releases implemented within the Kalibrate estate. The role holder will ensure that standard methods and procedures are used for efficient handling, scheduling and deployment of changes and releases in order to minimise the impact of change related incidents, without effecting service quality. Considerable interaction with both Clients and internal stakeholders is a key aspect.

In addition to underpinning support they will work on a programme of incremental delivery to provide change and improvement to overall Service and Performance. They will help create the processes, solutions and standards to ensure our customers receive a best in class service, reliable customer service, whilst identifying and minimising cost to maximise efficiency and ROI.

## Principal Accountabilities and Responsibilities

	<b>Responsibilities</b>	<b>%</b>
Change Management	<ul style="list-style-type: none"> <li>• Challenge proposed requests for change for lack of detail to ensure the change/release is healthy and impact is minimal.</li> <li>• Co-ordinate change activity for complex changes that require implementation out of hours.</li> <li>• Facilitate Change review boards and ensure changes are fit for purpose at CAB, managing risk, business continuity, impact analysis.</li> <li>• Manage Development changes to the production environment.</li> </ul>	50%
Release Management	<ul style="list-style-type: none"> <li>• Managing and improving the deployment of software lifecycles.</li> <li>• Conduct product release reviews for feedback and identification of issues, ensuring we are continually improving and delivering excellent release management discipline.</li> <li>• Ensure version and data control activities are managed.</li> <li>• Managing the deployment of code releases into a live environment</li> <li>• Governance of product release notes and documentation</li> </ul>	50%
Change and Release Management	<ul style="list-style-type: none"> <li>• Process Owner</li> <li>• Responsible for all change and release communications to business users, management and Clients of forthcoming changes to service.</li> <li>• Build and maintain relationships at all levels with Clients and internally, to ensure relevant resource is provided for every change.</li> <li>• First point of contact for all Change and Release management queries, providing advice and guidance on all change and release matters.</li> <li>• Actively identifying and implementing continual improvement of the change and release processes.</li> <li>• Resolve escalations and conflicts.</li> <li>• Manage any conflicts of change schedules.</li> <li>• Providing Change and Release management reports.</li> <li>• Managing SLA/KPI measures.</li> <li>• System Monitoring during change implementations.</li> </ul>	

## Further details

### Change and Release Management

- Management and prioritisation of all releases and change requests, ensuring there is minimal impact or risk on every day activities.
- Manage all communications with regards to all changes and releases internal and Client facing.
- Managing performance of all changes and releases to Clients through SLA's and KPI's, ensuring contract service levels are achieved or exceeded.
- Listen to customer feedback and respond in a quick and timely manner that resolves any issues.
- Able to balance competing demands and manage expectations
- Take accountability for any change and release escalations
- Accountable for providing change and release reports and any recommendations from analysis.
- Resilient and adaptable style, track record or remaining calm in demanding circumstances.
- Providing RCA's on high profile failed changes or as requested by the Client
- Ability to drive Success and deliver change whether process, technology or culture
- Supports the Service and Operation Manager in the development, implementation and maturing of Change and Release management process promoting best practice

## Required Skills, Qualifications and Experience

### Essential

#### Experience

- 3+ years' experience in a Change and Release Manager capacity
- Ability to manage own workload, scheduling and prioritisation for all change and release dependant on business impact
- Resilience and ability to cope with pressure and demands of significant operational role
- Reporting major issues to senior management
- Managing the deployment of code releases into a live environment
- Negotiating and managing conflict as necessary with 3<sup>rd</sup> Parties, Stakeholders and Clients
- Experience in working in a Client focused role
- Management of SLA's and ensuring they are being achieved or exceeded.
- Experience of driving and managing Continuous Improvement of Service plans
- Have excellent written and verbal communication skills with the ability to communicate both technical and holistic non-technical levels
- Strong ability to influence and build working relationships with Clients, peers and internal Stakeholders
- ITIL v3 intermediate qualified
- Previous experience working in an IT/Technical environment

#### Desirable

- JIRA SD experience
- Confluence
- 24/7 Operational environment
- Office 365
- Understanding of Agile methods and practices
- Good understanding of risk management