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# Change and Problem Manager Candidate Information

March 2024

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## The Institute of Cancer Research

### About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide. As well as being a world-class institute, we are a college of the University of London.

We came second in the league table of university research quality compiled from the Research Excellence Framework (REF 2021). We have charitable status and rely on support from partner organisations, charities, donors and the general public.

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We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

### Digital Services

The Digital Services Directorate ensures that everyone at the ICR has access to the technology they need to do their jobs effectively including providing specialist IT support to the ICR's research community.

### The Job Role

The Change and Problem Manager ensures the smooth implementation of changes and identifies and resolves the root cause of recurring issues, driving continuous improvement and service stability.

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Our mission  
is to make the  
discoveries that  
defeat cancer.

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### Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.



#### **Pursuing excellence**

We aspire to excellence in everything we do, and aim to be leaders in our field.



#### **Acting with Integrity**

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.



#### **Valuing all our people**

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.



#### **Working together**

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.



#### **Leading innovation**

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.



#### **Making a difference**

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.



*Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.”*

**Professor Kristian Helin**  
Chief Executive

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### Job description

**Department / division:** Digital Services

**Pay grade / staff group:** Professional Services 3

**Hours / duration:** Full time (35 hours per week), Monday to Friday.

**Reports to:** Service Assurance Manager

**Main purpose of the job:** The Change and Problem Manager ensures the smooth implementation of changes and identifies and resolves the root cause of recurring issues, driving continuous improvement and service stability.

### Objectives

Minimize operational disruptions by proactively identifying, preventing, and resolving IT problems.

Improve IT service quality by ensuring smooth implementation of changes and minimizing the occurrence of incidents.

Drive continuous service improvement by identifying and implementing enhancements to IT processes and infrastructure.

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### Duties and Responsibilities

Develop and implement change management processes and procedures.
Assess and manage risks associated with proposed changes.
Plan, schedule, and execute approved changes.
Document and communicate changes to stakeholders.
Identify and analyse incidents and recurring problems.
Facilitate the Investigation and diagnosis of the root cause of problems.
Develop and implement solutions to prevent future occurrences of problems.
Maintain records of problems and solutions.
Collaborate with other teams to ensure effective problem resolution.

### General

All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations
Any other duties that are consistent with the nature and grade of the post that may be required.
To work in accordance with the ICR's Values.
To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.
This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

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### Person specification

#### Education and Knowledge

A Degree in a relevant field or equivalent experience in a similar role.	Essential
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#### SFIA Skills

The tables below list the essential SFIA skills, at the relevant level, needed for the position.

Category	Skill	Required Level
Delivery and operation	Change control	5
	Problem management	5
	Availability management	4
	Capacity management	4
	Incident management	4
	Release and deployment	4
	Service acceptance	4
	Service catalogue management	4
	Service level management	4
Relationships and engagement	Stakeholder relationship management	4

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### SFIA Supplementary documents

The table below lists the supplementary documents provided. These explain the SFIA framework for those unfamiliar with it, and provide a detailed breakdown of each skill listed above and its importance for the role and how it will be used.

Document	Function
SFIA 8 Summary Chart	Provides a summary chart of the SFIA professional skills and a summary of the generic attributes.
SFIA 8 The framework reference	Provides the full description of the SFIA levels of responsibility, the generic attributes that define the SFIA levels, the behavioural factors, knowledge statements and all the SFIA professional skills.
SFIA 8 skills and responsibilities spreadsheet	Provides the content of the SFIA levels of responsibility, the generic attributes and the professional skills.

These documents can be downloaded here:

[SFIA 8 Summary Chart](#)

[SFIA 8 Skills and Responsibilities Spreadsheet](#)

[SFIA 8 Framework Reference](#)

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### Experience

Effectively manage the change and problem management processes, ensuring seamless implementation of changes and efficient resolution of incidents.	Essential
Proactively identify and analyse issues, pinpointing root causes and developing effective solutions to prevent recurring problems.	Essential
Collaborate with stakeholders across various departments to ensure clear communication and alignment throughout the change lifecycle.	Essential
Develop and maintain comprehensive documentation for changes, problems, and solutions, adhering to best practices and industry standards.	Essential
Continuously improve the change and problem management processes, identifying opportunities for automation and optimization.	Essential

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### Benefits

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We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service. All staff receive an additional three days at Christmas.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

#### **Further information**

You may contact David McDowald for further information by emailing [david.mcdowald@icr.ac.uk](mailto:david.mcdowald@icr.ac.uk). This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.