

Job Profile

Job Title	IS Transition Analyst		
Job Reference No.	HOMEJD509	Date of issue:	Sep 2026

The job in a **nutshell...**

You'll help turn project change into services that work brilliantly in the real world. Working with project teams, Service colleagues, suppliers and stakeholders, you'll make sure new and changed IS services are ready, supportable and set up for success. You'll also support our Change, Problem, Major Incident, and Service Asset and Configuration Management processes, helping protect live service and deliver a smooth experience for colleagues and customers

What **success** will look like...

- New and changed services move into live service safely, smoothly and with minimal disruption to colleagues and customers.
- Services are designed with live service needs in mind, with risks, gaps and support requirements identified and addressed early.
- Clear ownership, support arrangements, knowledge and documentation are in place before services move into live service.
- Live service teams and suppliers are ready and confident to support services from go-live, through Early Life Support and beyond.
- Transition standards and governance are applied consistently and proportionately, based on the scale, complexity and risk of the change.
- Service readiness is clearly evidenced, providing confidence that acceptance criteria have been met and any remaining risks are understood and owned.
- Process owners are supported to operate and continually improve Change Management, Problem Management, Major Incident Management, and Service Asset and Configuration Management.
- Learning from transitions, live service issues and feedback leads to practical improvements in how future services are designed, introduced and supported.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are intuitively collaborative • Work across project, business, supplier and live service teams to achieve shared outcomes. • Involve the right people early and value their different expertise and perspectives. • Share knowledge openly, helping to avoid gaps, duplication and siloed working	Service transition and readiness • Experience of supporting new and changed services from early design through go-live, Early Life Support and handover. • Able to identify service risks, dependencies, support requirements and gaps, ensuring these are addressed or clearly owned. • Experience of coordinating readiness evidence, support arrangements, knowledge transfer, documentation and communications
We are organisers and drivers • Drive transition activity forward at the right pace, keeping people focused on successful live service outcomes. • Take people with you and help them understand what is needed for a successful transition. • Confidently challenge unclear ownership, incomplete information and risks to service readiness.	ITSM tools and service information • Experience of using an IT Service Management platform, preferably Halo ITSM, to manage and evidence transition activity. • Able to maintain accurate transition records, actions, approvals, service information and supporting documentation. • Understand how service catalogues, service relationships and configuration information support effective live service.
We have an eye for detail • Use accurate information and evidence to support readiness, go-live and handover decisions. • Consider the wider impact of changes on services, colleagues, customers and support teams. • Ensure remaining risks, actions, dependencies and ownership are clearly recorded and understood	Service management knowledge and experience • Practical knowledge of Change Management, Problem Management, Major Incident Management, and Service Asset and Configuration Management. • Experience of supporting process owners with governance, consistent process use and continual improvement. • An ITIL qualification, or equivalent practical experience of applying service

	management principles within a live service environment
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience of supporting projects or business change in a large or complex organisation.

Experience of using Halo ITSM, including transition workflows, service information and approval records.

An understanding of service catalogues, configuration management databases and mapping relationships between services.

Experience of supporting audits, governance reviews or service improvement activity.

Confidence using service information and lessons learned to improve how future changes are introduced.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Occasional	Driving Essential	No
DBS	None		

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