

**Always spotting a better way?
Relish innovation – come and create the change!**

SDL Property Management

Birmingham

What we do:

SDL delivers national coverage across the board, in surveying, mortgage services, auctions, property management, lettings and estate agency. In all areas, our revolutionary spirit has the customer at its heart. Within Property Management we provide estate, leaseholder and commercial property management services as well as private rental and build-to-rent services and a unique franchise scheme for property management. Never afraid to do things differently, we are constantly evolving our services in response to customer needs and market opportunities, introducing improvements and innovations that are helping to shape the future of our industry.

What we care about:

Revolutionising our customers' experience is what drives us each and every day at SDL. We thrive on shaking up the industry and doing what it takes to make customers' lives easier and better. Because they deserve more, and we want to be the ones to wow them. We believe our greatest asset is our people and by empowering them to make a difference our people can become the best they can be. In the Estate Management Business, we aim to make Life Easy for the Customer – Easy to do Business with and it's here that we need people who can do that.

Your life as a Project Analyst:

Every day, you'll be continuously looking for new ways to transform the operation bringing with you a curiosity and a thirst for making things better and working smarter. You won't be looking on your own, we want the line and operational teams to have 'fingerprints' on the Change we deliver, and we want to work with Sponsors who deliver the change benefits to the business. Seeking out what's possible you'll collaborate with the Property Management teams and external partners to initiate, support and co-ordinate projects right through to securing the planned benefits. You'll never settle for what's just there, knowing that keeping ahead of the competition means continuing to drive innovation and implement change. You'll see problems as an opportunity to analyse and identify solutions and most importantly bring those changes to life. Working with and alongside a passionate Change Team of great buddies, you'll be eager to learn with a desire to build your own skills to be the best that you can be and to deliver an exceptional SDL customer experience.

Love OUR
CUSTOMERS

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What you'll be doing and the skills you'll need to deliver:

- Using Common Sense Approach (CSA – it's our Methodology!), you'll take ownership of projects, be able to collaborate with third party suppliers and stakeholders across the business to identify their requirements and complete analysis, which will involve working to tight deadlines and sometimes having to manage conflicting priorities;
- You'll be assisting the project team in the Discovery and Definition phases to ensure that the wider change impacts on the business are both planned for and understood, develop change impact assessments which, would include identifying strategies / tactics that might be best employed ensuring that they are fit for purpose;
- You'll make sure that we keep our people firmly in mind when it comes to implementing change. Whether it is gathering employee input at the start, making sure that testing includes feedback from the people in the process, delivering stellar training sessions, or circling back to gather future suggestion for further improvements, you'll be making sure that we've got our employees fully engaged in the change. Our aim is to Co-create solutions to issues.
- You'll be confident and proficient in the use of technology, systems and Microsoft Office Packages to produce documentation and plans to track and monitor project status, which will include presenting any risks or causes of concern around deliverables to various stakeholders.
- We need Curious, Enthusiastic and Great Communicators – which in the first instance means been great at Listening

The Essentials:

- Experience of supporting a transformation programme in a change management capacity
- Curious and be able to demonstrate this as an essential part of your personality
- Enthusiastic and be able to demonstrate this as an essential part of your personality
- Great Communication Skills and bring us some examples, including your ability to really listen and tune in to what's been said and also what's NOT been said!
- Eligibility to work in the UK and everything it takes to successfully complete pre-screening

How to apply:

Write an email attaching your CV telling us why this job's got your name on it to recruitment@sdlgroup.co.uk.

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