

## CX and Change Analyst

Salary: £30,000 - £37,000 per annum, depending on experience

Full time - 35 hours per week

Hybrid Working – Home Based/Princes Risborough

*We're Association for Project Management (APM). We're a professional membership organisation that sets the standards for the project profession. As a registered charity, we reinvest our surplus for the benefit of our members and the profession. We deliver education and develop qualifications. We conduct research and provide knowledge and resources. We run events and share best practice. We give people the opportunity to connect and provide community for our individual members and corporate partners, wherever they are. Above all, when doing so makes a difference, we challenge the status quo.*

### Job Role Overview

We have an exciting newly created role at APM, The CX and Change Analyst will sit within our Digital Team at APM and has key responsibilities to deliver our design process for change and support the delivery of new customer (CX|UX) focused initiatives.

Responsible for analysing, identifying, and understanding customer behaviours, preferences, and pain points. Using your knowledge of Design Thinking methods and techniques, you will work with Customer Data, SMEs, and Stakeholders to map out our key Customer Engagement, Lead Journeys, and Value Streams – helping APM better understand the needs of our membership and prospective members (both Individual and Corporate).

We are happy to consider applicants at any stage in their career as a Customer Experience and Change professional, but you will need to be able to demonstrate working experience of applying your CX|UX, Design Thinking and Analytical skills within a business setting.

This is a unique opportunity to work in a new role that lets you contribute your passion to deliver great client experience along-side a desire to create innovative and value-led change. If you're a self-starter who excels in a dynamic, collaborative environment, we'd love to hear from you. Thank you for considering becoming part of our team.

### Qualifications

- GCSE English, Maths grade: A-C
- Recognised Certification \ Qualification(s) in CX|UX Design, Interaction Design
- A demonstrable career history working in a CX|UX or/and business change management role

### Experience

- Business Analysis
- Customer Experience design
- Business process analysis and design
- Journey Mapping
- Persona creation and application
- Lead Journey analysis and conversion strategy delivery
- Stakeholder management
- Conducting customer research
- Broad understanding of digital technologies
- Concept usability testing and gathering feedback
- CX measurement techniques (qualitative and quantitative)
- Working with stakeholders at all-levels of an organisation
- Solving complex problems using design-thinking methods and techniques
- Interaction and experience design

## **Skills**

- Strong problem-solving and analysis skills
- High quality verbal and written presentation skills suitable for stakeholders across all levels of the organisation
- Workshop preparation and facilitation skills
- A lifelong learning approach to developing CX knowledge and skills
- Ability to multi-task across a range of projects with multiple stakeholders at different levels across the business
- Critical thinking, analytical, technical problem-solving skills
- Ability to finding tangible solutions to complex issues and to translate clearly in non-technical terms
- Proficient user of Microsoft Office applications

## **Why APM?**

APM is chartered. We're the only chartered organisation representing the project profession, anywhere in the world. We know that better project delivery is about achieving your desired outcome. We believe that doing so is about so much more than process alone. We're champions of the new. There has never been a more important time for debate, so naturally we're at the heart and helm of that too. In a complex and shifting world, we're helping the project profession deliver better.

**If you are interested in this opportunity and feel you have the necessary attributes, skills and expertise for the role, please send your CV and covering letter to e-mail: [recruitment@apm.org.uk](mailto:recruitment@apm.org.uk)**

**We reserve the right to close the vacancy once we have received sufficient applications, so please be advised to submit your application as early as possible.**

## ***Main benefits at APM:***

- 25 days holiday (excluding all public holidays). This increases after four years' service.
- Private healthcare and dental cover is available after completion of six-month probationary period. APM pays the premium for the employee. This becomes a 'benefit in kind'.
- Pension scheme offered in line with auto enrolment with up to 8% contribution from APM.
- Company sick pay scheme.
- Life assurance at four times the salary.
- Salary sacrifice schemes – pension, cycle to work scheme, additional annual leave (up to 10 days).
- Free parking on site.
- Employee Assistance Programme.
- Performance Related Pay (PRP) scheme. The discretionary bonus will take account of individual performance as well as APM's overall financial performance.
- One paid volunteering day per year.
- Hybrid/flexible working options are available dependent on job role. However, there is a requirement to come into the office 4 days per month.