James Evans

Business Change and Service Improvement

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Profile

Business change analyst with experience across UK government and financial services. Combines process analysis, stakeholder collaboration and change delivery with a background in digital design and communications. Translates complex requirements into practical proposals, clear information and resources that help colleagues adopt new ways of working.

Core capabilities

Process improvement; requirements analysis; feasibility, cost and impact assessment; stakeholder engagement; Agile delivery; training and onboarding; visual communication.

Experience with Jira, Confluence and DevSecOps ways of working, supported by ITIL training and practical exposure to Lean principles.

Professional experience

HM Revenue and Customs

February 2017 to July 2025 | Salford

Business Change Analyst, following progression through a software development apprenticeship and business administration.

- Jointly led process improvements across business functions, working with architects, subject matter experts and external suppliers.
- Scoped proposed processes and digital solutions, estimating costs and timescales and assessing operational impact, risks and dependencies.
- Used data and evidence to assess feasibility, identify user needs and communicate the implications of proposed changes.
- Acted as a DevSecOps champion, helping teams adopt automation and ways of working that bring development, security and operations together.
- Created presentations and models of existing and proposed processes to explain changes to stakeholders.
- Developed training materials, standardised templates and onboarding resources; supported colleagues with systems and workflows.
- Applied Agile ways of working and learning from PRINCE2 and ITIL; maintained work packages and contributed to cross-charging processes.

Career break from 2025: full-time carer for family members.

Digital design and communication experience

Barclays Digital and Mobile Team

September 2012 to December 2016

Progressed from prototyping and graphic design through an internal communications lead assignment to the Launchpad team's "UX/UI Guru" role.

- Led design work on Launchpad, a platform where customers could test beta features for Barclays Mobile Banking.
- Contributed as a designer and prototyper to Barclays Mobile Banking and Pingit, including payment journeys, interaction flows and interface patterns.
- Produced internal communications, videos, presentations and event graphics; worked with audiovisual colleagues to deliver content across corporate spaces.
- Received a Barclays Star Award for design contributions to a team hackathon win, and recognition for championing LGBTQ+ inclusion.

Management and community experience

Retail Manager at Greenacres Holiday Park

Seasonal contract

Managed recruitment, training, rotas and staff budgets for a small team. Selected product lines, ordered stock, liaised with suppliers and ran marketing and promotions.

Charity Secretary, Positive Steps: general administration, contacting members and helping with lottery applications. Customer Committee member, Salix Homes.

Earlier career

Freelance Graphic and Web Designer (2011 to 2012); Production Specialist, fullcolour.com (2007 to 2008); Graphic Technician and Sales Assistant, Minuteman Press (2006 to 2007). Experience includes customer service, print workflows and applying Lean principles and performance measures to production.

Education and training

ITIL 4 Foundation completed through HMRC. PRINCE2 and ITIL v3 course study completed; exams not taken.

GNVQ Level 3 Business Administration; GNVQ Level 2 Customer Service; 3 A levels and 9 GCSEs, Alsager School.

LinkedIn profile