

Digital & IT Business Partner

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Job Description

Job Title Digital & IT Business Partner

Location Reading

Grade/Salary Range RG9m

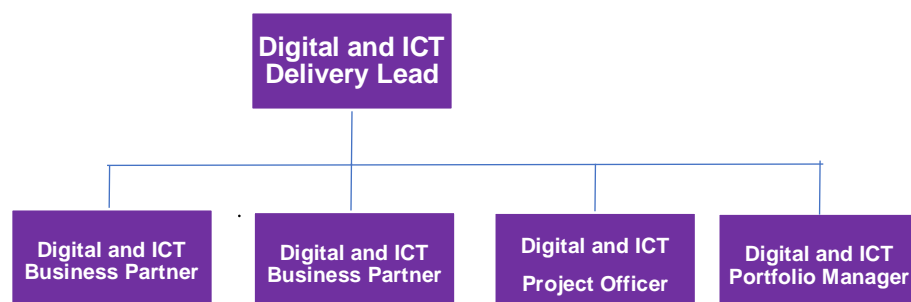
Service/Directorate Digital & IT Resources Directorate

Job Purpose

The Reading Borough Council ICT estate is provided via a number of Service Towers including Service Desk, End User Services, Hosting Unified Communications and Networks, all ICT requirements for 66 sites and approximately 2200 users. This includes Cloud and Private Hosting facilities for the Council's Infrastructure and Line of Business applications, Print Services, Mobile Telephony and IT Service Management tooling.

The Digital & IT Business Partner's purpose is to serve as the strategic interface between the ICT function and the wider RBC directorates and business functions. Capturing requirements, identifying business needs, detailing possible solutions with the rest of the ICT team as appropriate. This role also ensures continuous communication between the business and the ICT teams in respect of technical innovation applicable to the Council. The role supports the Operations Lead as the interface for short-term issue management and the long-term direction of the business and technology capabilities.

Designation of Post and Position within Departmental Structure



Main Duties and Responsibilities

1. Proactively work with Business Leads to identify opportunities where technology systems or solutions can be deployed to improve performance and cost effectiveness.
2. Supports the Business Leads in defining their requirements for new technology and business services
3. Provides formal business analysis, documenting business processes and requirements to fully understand problems and opportunities and recommend solutions which enable the achievement of goals.

4. Acts as an interface between business units, technology and support teams.
5. Ensures regular, appropriate project communications, engaging with the Business Leads to proactively drive change, innovation and maintain engagement.
6. Provides regular feedback to Digital & IT Team on ICT performance against SLAs and KPIs, from a customer perspective, reporting anecdotal and actual service performance and delivery issues.
7. Works with the Digital and ICT Delivery Lead and Service Delivery Manager to define and maintain an overall ICT change programme, keeping the customer focus at the centre of any changes.
8. Supports business stakeholders in developing Business Cases, Capital Bids and Invitation to Tender Documents.
9. Ensures that capital and ongoing revenue costs associated with proposed ICT solutions have been taken into account and that identified benefits are realistic and sufficient to justify capital and revenue investment.
10. Represent and promote the reputation of Reading Borough Council ICT function and the Service Directorate at meetings and groups both internally and externally, including the development of appropriate and constructive relationships with relevant organisations

Gateway Criteria

1. Actively participate as a critical partner to strategic business leads when departmental business plans are scoped, designed and implemented.
2. Support service partners in the development of their services and research and recommend innovative technology and systems.

Scope of Job (Budgetary/Resource Control/Impact)

No budget

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post No Check Required

If *, does the post require a check against the list of people barred from working with vulnerable adults? NO

If *, does the post require a check against the list of people barred from working with children? NO

What other security/safer recruitment clearances are required for this post? N/A

(excluding standard identity/work permit/education qualification checks)

Is this post “politically restricted”? NO

Responsibility for Health & Safety: LEVEL 1

Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified N/A

Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above N/A

Person Specification

Qualifications/Education/Training

1. Business Analysis (level 5) qualification eg BCS/ISEB diploma in Business Analysis (Information Systems Examination Board) or equivalent

Experience

1. Experience in the development of business requirements, capital bid and invitation to tender documents for new initiatives and business changes facilitated by technology solutions.
2. Significant experience of business requirement analysis and solutions assessment.
3. Demonstrable a track record of building strong working relationships with a wide range of stakeholders at all levels, both internal and external.
4. Experience of working to implement a digital strategy across an organisation.
5. Experience of working in partnership with a leadership team in a senior managerial capacity, in order to develop and deliver ICT plans and strategies in turn contributing to delivering a successful business plan.
6. Experience in delivering strategic and tactical technology change through robust project management disciplines.
7. Exposure to user - centred design principles

Skills, Abilities & Competencies

1. Good communication and negotiation skills, with a positive 'can do' attitude and flexibility of approach.
2. Drive to achieve excellence and continuously develop oneself, one's team and the organisation through learning and knowledge sharing.
3. Thinks logically in analysing complex information in order to identify key issues and make effective decisions
4. Conveys information effectively through negotiation and influencing others
5. Demonstrates the confidence and ability necessary to cope with challenging situations
6. Ability to prioritise effectively so as to meet the goals of the team
7. Seeks opportunities to involve others and is effective working cooperatively with and through them, demonstrating commitment towards team goals
8. Established technical writing skills and the ability to develop/support the development of robust Business Cases
9. Ability to participate on cross-functional teams to resolve complex challenges and shape future opportunities.
10. Ability to work multiple complex initiatives simultaneously

Specific Working Requirements

1. Ability and willingness to work across a number of sites.
2. Ability and willingness to work occasional evenings and weekends.

3. Willingness to work compressed/extended hours during crucial stages of managed projects.