

**JOB DESCRIPTION**

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| **Post Title**: Digital and Technology Change Partner  |
| **Department**: Digital Operations, Information & Technology | **Post No**: 3.01 |
| **Division/Section**: Corporate Core | **Post Grade**: G13 |
| **Location**: Agile. To work at any of Bury Council’s sites as demand necessary to undertake the duties. |  |
| **Special Conditions of Service**:You will have critical and defining input to complex projects which impact significantly across the Council and carry high reputational risk. |
| **Purpose and Objectives of Post**: Bury Council is focused on ensuring that current and future investment in technology maximises the opportunities to support or users, residents and stakeholder. This role will be critical in bringing a new focus to understanding and supporting the business functions to exploit technology to deliver positive business outcomes. With a focus on strong interpersonal skills and the ability to influence senior stakeholders and budget holders this role will assist in the implementation of the digital strategy and roadmap for Bury Council. The role with by a key liaison point between technologists and subject matter experts to drive business thinking in how to achieve technological advantage. Working within the Business Change function the post holder will be expected to maintain an in-depth understanding of the functions, business processes and information technology needs, ensuring effective alignment between Business and Solutions Design priorities and business requirements by helping customers to translate business needs into technical requirements. Reporting into the Digital Architecture Manager the post holder will be expected to utilise well-developed influencing skills to assist senior officers to drive forward issues and strategic thinking ensuring a full and complete picture of each service is maintained on behalf of the Bury Council Leadership team and the service as a whole. |
| **Accountable to**: Head of Business Change & Assurance |
| **Immediately Responsible to**: Digital Architecture Manager |
| **Immediately Responsible for**: n/a |
| **Relationships: (Internal and External)****Internal**Elected MembersExecutive TeamMembers of Strategic Leadership TeamDirectors, Assistant Directors and other Senior Managers within council services.**External**Digital business partners in other Local AuthoritiesSuppliers of third-party applications softwareConsultants/IT & Digital Specialists ContractorsAuditorsRepresentatives of outside agencies |
| **Control of Resources**: The post-holder will be expected to influence departmental spend to invest in technology and digital solutions. This will involve supporting the rationalisation of business systems and encouraging the use of corporate business stools rather than bespoke line of business solutions.The post-holder will also be expected to horizon scan for external funding to support with the design and develop of digital solutions from with IT budgets but also external business grants.The role will also matrix manage the Business Analysts, Service Designers, IT Project Managers and Project Officers on specific projects. This work may also include supervising external consultants and contractors embedded within services and within the DOIT function. |
| **Job Description prepared by:** | **Sign:**  | **Date:** |
| **Agreed correct by Post holder:**  | **Sign:** | **Date:** |
| **Agreed correct by Supervisor/Manager:** | **Sign:** | **Date:** |
| **Duties/Responsibilities:**This role will serve as the strategic interface for the DOIT function, working directly with Executive Director, Assistant Directors and other senior officers for the purpose of:* Business technology strategy development in line with Service Planning
* User/Customer experience co-design and leading solution discovery work
* Ongoing service management and support with incident management
* Providing consulting-level support and guidance through key projects and initiatives
* Support with the communication and implantation of digital and date projects
* Production of relevant project information and adherence to Council governance processes.

The Business Partner will be expected to work alongside service areas to proactively share knowledge of technology risks and opportunities to build competitive advantage and improve efficiency and effectiveness of functions. By partnering with leadership and other key stakeholders, the Business Partner will support senior officers in identifying business opportunities and prioritising projects for investment and delivery.Requiring strong interpersonal skills the post holder will be required to be proactive in working with services during the business planning process, providing challenge and advice as appropriate. **The Business Partner will be responsible for:*** Working with senior level management within designated service areas to develop a technology strategy that is compliant with the overall Digital Strategy and Enterprise Architecture of the Council.
* Developing a strong working relationship with the service areas to enable an in-depth knowledge of the functions and user groups and service delivery plans to be able to contribute and challenge on the role of digital, data and technology.
* Maintaining relationships with designated services across the Council to utilise insight and contribute to business plans to support the achievement of the organisation’s strategic objectives. This should involve providing constructure challenge to ensure value for money and adoption of One Council polices, as well as compliance with the Council’s Technical Architecture.
* Maintaining and utilising functional technology strategies and developed business roadmaps to ensure appropriate support of the function’s technology and adhering to the defined technology reference architecture.
* Specifying technology aspects of medium-term business planning, supporting the provision of advice to senior leaders on strategic technology matters, considering the requirements of the supported function (finance, risk, resourcing). Producing a 3-year investment rolling programme to reflect functional business requirements.
* Conducting regular market research to ensure the best possible technical solutions are assessed and included in roadmaps as appropriate.
* Translating technical vocabulary and knowledge into understandable business language to drive up the functions’ knowledge and appreciation of the power of technology.
* Collaborating with wider Business Change & Assurance colleagues to initiate and prioritise Projects, provide information and requirements for solution design, and deliver communications and updates back to designated function colleagues.
* Achieving individual and shared annual targets and objectives defined within the performance management framework.
* Supporting with the development and production of business cases for investment or development in line with the Councils Transformation and Capital Investment programmes.
* Identifying and applying for external funding to support with the evolution of digital technologies within a service area in order to remain compliant with best practice, regulatory and statutory inspections standards and industry requirements.

**Corporate** * Be an open, collaborative, and positive corporate leader.
* Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council’s Equal Opportunities and Customer Care policies.
* Perform all duties in line with Council’s staff values showing commitment to improving residents’ lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the Council.
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**PERSON SPECIFICATION**

**Business Partner**

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| **SHORT LISTING CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications |  |  |
| Educated to degree level or equivalent by experience. | **E** |  |
| Accredited to the Business Relationship Management Institute (BRMI) Business Relationship Manager Professional (BRMP) or evidence of working towards that accreditation. |  | **D** |
| Knowledge and Skills |  |  |
| Experience of creating and proactively leading change initiatives in a complex environment. | **E** |  |
| Demonstrable experience of assisting strategic planning with senior stakeholders combined with experience of successfully supporting the transformation of technology services with a focus on both cost reduction and improvements to customer satisfaction. | **E** |  |
| Experiences across a range of technology disciplines and strategic planning functions, with demonstrable ability to translate business to technology requirements and vice versa. | **E** |  |
| Clear understanding of operational viability within large and complex IT operations, either in the Public Sector or in the Private Sector with demonstrable understanding of the Public Sector environment. | **E** |  |
| Ability to understand and uphold the principles and compliance to the Technical Services reference architecture, and to promote those principles across the business functional areas. | **E** |  |
| Knowledge and experience of working to public sector procurement regulations |  | **D** |
| Performance driven, systems thinking, learning and collaborative orientation |  | **D** |
| Other special requirements |  |  |
| Good interpersonal skills with the ability to assist in influencing, persuading, and negotiating with senior leaders and other stakeholders, together with proven and demonstrable people management skills. | **E** |  |
| Public speaking  |  | **D** |
| Evidence of continual professional development to keep pace with technical and business change in line with defined SFIA V7 competencies |  | **D** |