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Job Title	**IT Business Relationship Manager**
Grade	**Havering G10, Newham SMRA,**
Job Evaluation Reference	**LBN585**
Location	**Newham, Havering. The post holder must be flexible and work across council sites**

Accountable to	Assistant Director IT Delivery & Data
Line management responsibility for	None
Job Purpose:	1. Lead engagement with senior stakeholders across the Council to develop a thorough understanding of their services so that effective and well-informed advice and guidance can be provided about how technology could enhance and improve those services

2. Lead the identification of requirements and develop business cases to ensure that service's complex technology needs are understood, prioritised, and incorporated into organisational and directorate plans.

3. Ensure that senior stakeholders with across the Council understand what steps must be taken to accept and implement new IT enabled processes, and that this is communicated to senior business managers, ensuring that they are committed to the changes being implemented.

4. Deliver, implement, and support others to ensure that the Council's values and practises always meet our objectives for security, financial prudence and transparency, inclusion and sustainability.

5. Actively contribute to the work of a multidisciplinary team, so that all its members benefit from your core skills; promote the generous sharing of expertise and create opportunities for continuous learning and development.

6. Actively contribute to Council-wide and directorate initiatives that will achieve and implement the Council's priorities and corporate objectives and meet the user needs of Havering and Newham residents and businesses.

7. On a rota basis and working with senior colleagues, ensure the effective delivery of support to users, including out of hours support where applicable, for which additional payment will be offered. |

Specific Responsibilities	1. Initiate and influence relationships with and between key stakeholders, in business change design, management and implementation, acting as a primary point of contact for senior stakeholders, planners, designers and operational business partners. 2. Ensure that stakeholders understand available IT services and promote financial and commercial awareness to deliver value-for-money and lead service area managers in the formation of IT strategies. 3. To act as the final point of escalation for significant issues or problems raised by business users in relation to IT Service delivery. 4. Lead, identify and respond to opportunities for providing products and services to service areas that will improve service delivery. 5. Work with senior management across service directorates, negotiating at senior level on technical and commercial issues, to ensure that the service areas, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined and put in place. 6. Work with senior management across service directorates, to conduct analysis of demand for services and influence stakeholders to ensure that the necessary investments are made to deliver required services. 7. Provide specialist advice and guide service areas through change by: • Carrying out business impact assessments, to determine how changes from the current to the future processes and structures will affect business units and roles. • Determining the readiness levels of business users regarding upcoming changes; uncovering readiness gaps and creating and implementing action plans to close the gaps prior to go-live. • Proactively support the IT Delivery function in coordinating effective IT support for the delivery of the Council's portfolio of change projects and programmes. • Assisting the user community in provision of transition support and change planning and ensuring appropriate communications between users and change project teams. • Reporting progress on business readiness targets, business engagement activity, training design and deployment activities, key operational metrics and return to productivity measures. • Assessing risks inherent in proposed changes, to ensure any potential scheduling and performance issues have minimum impact on provision of other services. 8. Identify risks, coordinate risk assessment, manage agreed actions (which may involve acceptance of risk, risk reduction or mitigations to avoid/ eliminate risks), and monitor the status of risks on an ongoing basis.

General	1. oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.
	2. Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.
	3. Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures.
	4. Comply with Health and Safety Regulations associated with your employment.
	5. Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
	6. To treat all information acquired through your employment, both formally and informally, in strict confidence.

Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed Competence in:	**Stakeholder relationship management** (level 6) • Leads the development of comprehensive stakeholder management strategies and plans. • Builds long-term, strategic relationships with senior stakeholders (internal and external). Facilitates the engagement of stakeholders in support of the delivery of services and change projects. Acts as a single point of contact for senior stakeholders, facilitating relationships between them. • Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined. • Oversees monitoring of relationships including lessons learned and appropriate feedback. Leads actions to improve relations and open communications with and between stakeholders. **Business Situation Analysis** (level 6) • Initiates and leads business situation analysis where there is extensive ambiguity, complexity and potentially significant organisational impacts. • Establishes and promotes the need for holistic business situation analysis prior to change programme initiation. • Engages with stakeholders at executive level and advises on recommended change initiatives. • Defines organisational policies, standards and techniques for business situation analysis. **Business process improvement** (level 6) • Plans and leads strategic, large and complex business process improvement activities aligned with automation or exploiting existing or new technologies. • Develops organisational policies, standards, and guidelines for business process improvement. • Leads the introduction of techniques, methodologies and tools to meet business requirements, ensuring consistency across all user groups. • Leads the development of organisational capabilities for business process improvement and ensures adoption and adherence to policies and standards. **Feasibility assessment** (level 6) • Establishes an organisational framework and standards for	Application and Interview

	feasibility assessment and business case development. • Directs and leads feasibility assessments for initiatives that will have a significant impact on the organisation. • Engages with senior stakeholders to clarify the strategic context for investment options. Directs and leads the selection of feasibility assessment approaches and techniques that are relevant to the business situation and options. • Presents feasibility assessments and business cases to senior stakeholders and supports decision-making regarding investment options.	
Able to demonstrate and evidence Knowledge and experience in	• Contributing to the development and implementation of policy and strategy. • Performing highly complex work activities covering technical, financial and quality aspects. • Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation. • Understanding and communicating industry developments, and the role and impact of technology. • Developing business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. • Developing executive leadership skills and broadening and deepening their industry or business knowledge.	Application and Interview

Behaviours and personal qualities	• Influences policy and strategy formation.
	• Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders.
	• Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation.
	• Makes decisions which impact the achievement of organisational objectives and financial performance.
	• Demonstrates leadership in organisational management.
	• Manages and mitigates organisational risk.
	• Builds appropriate and effective business relationships across the organisation and with users, suppliers and partners.
	• Creates and supports collaborative ways of working across groups/ areas of responsibility.
	• Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives.
	• Ability to demonstrate, understanding and apply our HEART values.
	These are embedded in all roles and that applicants must evidence their values as part of the application process:
	   ▪ Honesty
	   ▪ Equality
	   ▪ Ambition
	   ▪ Respect
	   ▪ Together
		Application and Interview

Qualifications
Degree or equivalent work-related attainment or experience.

Experience
• Contributing to the development and implementation of policy and strategy. • Performing highly complex work activities covering technical, financial and quality aspects. • Has deep expertise in own specialism(s) and an understanding of its impact on the broader business and wider customer/organisation. • Understanding and communicating industry developments, and the role and impact of technology. • Developing business knowledge of the activities and practices of own organisation and those of suppliers, partners, competitors and clients. • Developing executive leadership skills and broadening and deepening their industry or business knowledge.

Skills and Attributes
Include anything else required of the job, including soft skills. Take care to ensure that any requirements or language meet good EDI practice

Skills (from Skills Framework for the Information Age)

Stakeholder relationship management (level 6)
- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external). Facilitates the engagement of stakeholders in support of the delivery of services and change projects. Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback. Leads actions to improve relations and open communications with and between stakeholders.

Business Situation Analysis (level 6)
- Initiates and leads business situation analysis where there is extensive ambiguity, complexity and potentially significant organisational impacts.
- Establishes and promotes the need for holistic business situation analysis prior to change programme initiation.
- Engages with stakeholders at executive level and advises on recommended change initiatives.
- Defines organisational policies, standards and techniques for business situation analysis.

Business process improvement (level 6)
- Plans and leads strategic, large and complex business process improvement activities aligned with automation or exploiting existing or new technologies.
- Develops organisational policies, standards, and guidelines for business process improvement.
- Leads the introduction of techniques, methodologies and tools to meet business requirements, ensuring consistency across all user groups.
- Leads the development of organisational capabilities for business process improvement and ensures adoption and adherence to policies and standards.

Feasibility assessment (level 6)
- Establishes an organisational framework and standards for feasibility assessment and business case development.
- Directs and leads feasibility assessments for initiatives that will have a significant impact on the organisation.
- Engages with senior stakeholders to clarify the strategic context for investment options. Directs and

leads the selection of feasibility assessment approaches and techniques that are relevant to the business situation and options.
- Presents feasibility assessments and business cases to senior stakeholders and supports decision-making regarding investment options.

Attributes
- Influences policy and strategy formation.
- Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders.
- Leads on collaboration with a diverse range of stakeholders across competing objectives within the organisation.
- Makes decisions which impact the achievement of organisational objectives and financial performance.
- Demonstrates leadership in organisational management.
- Manages and mitigates organisational risk.
- Builds appropriate and effective business relationships across the organisation and with users, suppliers and partners.
- Creates and supports collaborative ways of working across groups/ areas of responsibility.
- Communicates authoritatively at all levels across the organisation to both technical and non-technical audiences articulating business objectives.