

**JOB DESCRIPTION (JD)**

**AND EMPLOYEE**

**SPECIFICATION (ES)**

Manager Template

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| **Job Title:** | ICT Business Partner |
| **Grade:****Job Code:** | G11 | **Service Area:** | ICT |
| **Reports to:** | Enterprise Architecture Manager | **Location:** | ICT Service, Civic Centre |
| **Special Conditions:** |  |
| *At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council’s vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:** Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;
* Embrace change and strive for improvement continuously;
* Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;
* Challenge the status quo, enable and empower, act with integrity.
* Together, they will deliver services that the people of Walsall will be proud of.
* This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.
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| **1. Corporate duties and accountabilities:*** The post holder will comply with and promote the Council’s Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
* A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council’s responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
* Through personal commitment and clear action, the post-holder will promote the Council’s employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
* Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
* This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.
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| 2. **Main purpose of the job role:*** To work in partnership with Directors, Elected Members, managers and business representatives to improve business organisational performance by ensuring appropriate ICT solutions are in place. To champion the ICT agenda, influence key business decisions, and provide a professional, high quality ICT service to allocated business areas.  Jobholders will be expected to act as change agents for their business areas.
* To ensure that Directorates comply with ICT standards, policies and procedures and be responsible for managing business expectations and demand for corporate ICT services within each Directorate.
* To provide consistent, complex advice and expert ICT solutions across the full range of ICT services to managers and staff.
* To support business area senior management teams in considering and implementing change by influencing and shaping ICT proposals and recommendations and their subsequent implementation.
* The role has responsibility for understanding business needs, managing demand, leading and assisting Services in developing business cases and commissioning work to satisfy the requirements of the Council’s strategy.
* Stimulate, surface, and shape demand for capabilities and assets, in addition to ensuring that the potential business value from those capabilities and assets are captured, optimized, and recognized.
* Shape business demand into supply by partnering with appropriate resources to facilitate the creation of idea documents, business cases, and value plans; ensuring value optimization and communication; and enabling continuous improvement in all areas and people around them.
* Partner with business transformation teams (change management) to ensure effective business transformation for all initiatives.
* Partner with the project/programme/portfolio management organization (PMO) to ensure a healthy and well-managed initiative portfolio.
* Partner with business leadership to plan new joint initiatives, evaluate proposals, and determine how they fit into business capability roadmaps and priorities.
* Ensure business value realization and optimization, from value plans through consultancy, business case development, financial awareness, managing expectations, and identifying opportunities to add value.
* To lead and manage procurement activity on behalf of ICT.
* To establish and maintain sound working relationships with all other ICT services and Directorate Teams and Third Party Suppliers to promote corporate ICT Services and ensure that they comply with ICT standards, policies and procedures.
* To be responsible for and manage the working relationships with external customers of the Council in the provision of ICT Services.
* To ensure that Directorate ICT expenditure is necessary, delivers value for money and is in line with Corporate ICT strategy.
* To analyse ICT management information, anticipate issues and propose remedies and improvements, and work proactively with directorate senior management teams on implementation of ICT improvements
* Responsible for the provision of guidance to Senior Managers on the risks and issues arising from complex ICT services and impact on Directorate services.
* To lead, develop, implement and evaluate a range of ICT projects within ICT and across directorate, organisational and geographical boundaries in order to continuously improve the ICT service offer to customers.
* To initiate and lead on formal and informal meetings with customers to review Service Levels and defuse any areas of concern and to promote the further use of the ICT Service. .
* Identify customer ICT training needs and liaising with the relevant Manager in Service or HR to meet these needs. Including support to the Chief Exec on induction of new elected members and new employee induction programmes.
* Initiate reviews of any unsatisfied requirements of the customer for documentation or publications, which the ICT Service is required to provide and rectifying the problem.
* To lead and manage ICT directorate short and long term projects from inception to delivery, working within deadlines and under pressure.
* To produce high level reports for a range of audience including CMT, elected members, cabinet and external and internal stakeholders.
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| **3. Role specific duties and accountabilities:** ***Horizon Scanning**** Identifying and creating solutions to solve issues and risks within functional area –escalating these to the Head of ICT and recommending solutions where required
* Managing and maintaining the Business Partnering function within their specific Directorates and in collaboration with the other ICT Business Partners, as well as business performance monitoring and implementing new business solutions when necessary
* Explore opportunities for ICT to develop incomes streams in regional and national public sector forums.

***Leading People**** Working closely and in partnership with colleagues across the Business Partnering function and the Senior Leadership Team
* Serve as a single point of contact for specific assigned Business areas on Partnering-related questions and issues.
* Possess an ability to influence the organization and other ICT Business partners, and to push back where necessary.

***Managing Resources**** Prioritising and allocating resources by focusing on the balance of business objectives and business workflow, business requirements and processes identified by the product areas, their teams and managers.
* Project manage the build-out/delivery, which includes regular follow-up to make sure tasks are implemented per the agreed schedule and work with the team if issues are identified to get them resolved.
* To negotiate the financial resources required to support ICT projects.
* To actively seek income generation opportunities in so far as these are compatible with agreed and corporate objectives to ensure the sustainability of locally delivered ICT services across the Council.
* To comply with Walsall Council financial procedures, standing orders and to work within the boundaries of the Constitution.
* To review, develop and implement management information systems for planning, commissioning and monitoring the activities for which post-holder has responsibility.
* To utilise and demonstrate best practice in a range of complex ICT based reporting systems and tools in order to deliver an efficient and cost-effective service.
* To establish and maintain effective communication systems within Directorate and with partner agencies, complying with local information sharing protocols within the Information Governance requirements including Data Protection Act and any other statutory instruments.

***Managing Performance**** Evaluating the ICT department as a component of the organisation as a whole and then developing strategies within the Business Partnering function which will help the ICT department better align itself with the organisation’s overall financial and corporate strategy.
* Reviewing the work done by the Business Analysts and ensuring that it is up to standard in line with the Council’s policies and processes.
* To ensure that services commissioned, provide demonstratable value for money and exemplify best practice when using resources.
* To promote and lead in the development and implementation of new ways of working and modernised service delivery, including the implementation of Smarter Workplaces with a high degree of understanding in baseline models of quality management.

***Managing Self**** Honing the ability to project manage and people manage, whilst ensuring a timely delivery of services.
* Status reporting throughout the project with appropriate Stakeholders, including meetings as needed to provide a forum for issue/risk identification and remediation, and to progress decisions needed throughout the engagement
* Constantly brainstorming for new and innovative ideas to improve the Business Partnering function within the council in partnership with the other Business Partners
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| **4. Key Stakeholders and reporting lines*** **Stakeholders:** Customers within the Council, Elected Members, Citizens using Digital Platforms, Senior Leadership Team and ICT Senior Management Team
* **Reports to:** Enterprise Architecture Manager
* **Responsible Over:** Line Management of ICT Business Analysts (two members of staff) and matrix management of staff in a project environment including APC target setting
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| **JOB TITLE** | **GRADE**  |
| Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.  | Indicate when Assessment is possible: at Application form =Ainterview=Iboth=A/Itest = T | **WEIGHT CODE**shows relative importanceLow=1Medium=2High=3 |
| [**Behaviours**](https://go.walsall.gov.uk/employee-benefits#130261140-our-values): *refer to corporate behaviours document* |  |  |
| ***Professionalism*** - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.  |  | 3 |
| ***Leadership*** -Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.  |  | 3 |
| ***Accountability*** - Adopt a ‘can do’ attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.  |  | 3 |
| ***Transparency*** - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve. |  | 3 |
| ***Ethical*** - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.  |  | 3 |
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| **Abilities/Skills:** (refer to JE guidance document) |  |  |
| Strong system & networking, advocacy, oral, written and presentation skills with the ability to persuade and influence within customer service /sales environment | S/I | 3 |
| Knowledge of current software and hardware and also emerging trends in technologies along with the ability to apply technological solutions to business problems whilst adhering to best practice in local government | S/I | 3 |
| Ability to interpret customers’ financial and management information accurately and use this to ensure value for money solutions are delivered  | S/I | 3 |
| Able to evaluate options and present a sound business case | S/I | 3 |
| Able to work in a structured way with skills in capacity and resource planning for initial customer requirement. | S/I | 3 |
| Knowledge of ITIL or other appropriate methodology | S/I | 2 |
| Able to demonstrate leadership qualities and be capable of taking a lead role in initiating initial decisions of customer requirements | S/I | 3 |
| Extensive practical experience of leading, managing and motivating a range of stakeholders and operating in an ICT environment to support business requirements | S/I | 3 |
| Sound understanding and experience of implementing quality risk management processes | S/I | 2 |
| Experience of leading on a wide range of ICT projects  | S/I | 3 |
| Sound Knowledge of programme and project management and the ability to perform at all levels to achieve business objectives and goals | S/I | 3 |
| Exposure to IT financial management, regarding accounting, budgeting and charging of ICT resources, and services  | S/I | 3 |
| Experience of leading procurements from specification through to contract award. | S/I | 3 |
| Able to manage own workload and those of others and consistently meet deadlines and performance targets | S/I | 3 |
| Able to work independently, interdependently, assertively, under pressure and to deadlines  | S/I | 3 |
| Proactive, hardworking, self-motivated and enthusiastic approach to work | S/I | 3 |
| Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, members and other stakeholders | S/I | 3 |
| Excellent written and verbal communication skills to liaise with a wide range of audiences including external stakeholders, CMT, elected members, senior managers and other members of the Council. | S/I | 3 |
| Able to work as an effective, assertive and participative member of the ICT Team  | S/I | 3 |
| Confident and professional demeanour | I | 3 |
| Able to evidence commitment to continuing personal and professional development | S/I | 3 |
| **Knowledge/Experience:** specify type, level and qualitative (not quantitative required); if any. |  |  |
| Must have experience of working in an ICT environment, with an exposure to ICT strategy, policy and management | S/I | 3 |
| Experience of local government  | S | 2 |
| Must have worked within a Prince2 project environment | S/I | 2 |
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| **Qualification:** Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience. |  |  |
| Possessing a relevant degree or equivalent relevant qualification or relevant experience | S | 3 |
| Qualified by substantial senior level experience within an ICT environment | S | 3 |
| ITIL Foundation or relevant experience | S/I | 3 |
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| **Other Essential Requirements** |  |  |
| An awareness of, and commitment to, equality of opportunity | I | 3 |
| Practical understanding of application of health and safety at work | S/I | 2 |
| Awareness of, and commitment to, confidentiality and handling data | I | 3 |
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| **Prepared by:** | Sharon Clarke | **Date: 17-11-2021** |