

Job title: IT Strategic Business Partner

Line manager: Lead IT Strategic Business Partner

Grade (if applicable): 2

Direct reports: N/A



Role purpose:

This is a Senior function within the IT Team. The IT Strategic Business Partner is responsible for building strong business relationships with assigned Directorates key stakeholder, working together to build strong domain knowledge and understanding of long-term, strategic goals and objectives, to ensure the IT Strategy, Roadmap and deliveries meet the needs of the business.

As the “go to” IT representative for all new demand and project/programme deliveries, the IT Strategic BP will help shape and initiate new project/programme demand, as well as overseeing the delivery of all IT change for the Directorate.

In order to provide Strategic guidance, the IT Strategic BP will have awareness of Enterprise wide technology opportunities and of current industry and technology trends to identify business opportunities that would generate business value.

Key results / Success Metrics:

- To lead the management of IT’s relationship with the assigned business directorates and work in partnership with the IT Leadership team to manage relationships with senior teams across the Group.
- Acts as a trusted advisor, developing relationships with key sponsors and stakeholders, defuses conflict; coaches and influences people to work together. Becoming an integral part of the Directorate leadership.
- Actively seek opportunities to build and strengthen stakeholder relationships in the business function and IT. Including attendance of business function forums to represent IT.
- Contribute to business thinking and activity, acting as an expert on the business area; the Strategic Business Partner will have an in-depth understanding of the key challenges, dependencies, risks and opportunities within their portfolio and understand how external economic factors will impact the business and therefore technology related decisions.
- To be responsible for identifying, capturing and prioritising demand for IT services within the Directorate(s), working closely with business function leadership to formulate IT budgets and delivery plans.
- Encourages enterprise-wide change where possible and clearly identifies business area specific change.
- Ensuing a focus on Business Value and strategic alignment for new demand. This will include co-creation of Business cases and identification and tracking of business value.
- Utilising internal and external partners, to ensure alignment to Architecture principles and guidance.
- In conjunction with the IT Architecture function, creation and maintenance of Directorate Technology 2 year Roadmaps, capturing Business and IT led demand, logically sequenced based on priorities, dependencies and ability to deliver.
- Responsible for overseeing the a portfolio of IT change initiative for assigned Directorates. Ensure consistency in delivery and governance of change. Ensuring business function are kept fully appraised of delivery status and issues.
- As Portfolio/Programme dependencies risks arise, act as trouble shooter ensuring delivery teams and senior stakeholders are kept informed.
- Ensuring key IT activity and deliverables are well communicated and has “buy in” from key stakeholders at all levels, from Directorates and IT.
- Management of regular, structured Senior management updates. Covering Roadmap reviews, prioritisation activity, risk & issue escalations and general updates.

Version Date:

Signed off by:

- Working with PMO to ensure consistency of commissioning and delivery of Projects, in line with commissioning process and delivery framework. Work with Service Management and Change functions on communication of IT activity and agreement of outage periods and highlighting the Business impact of downtime.
- Ensuring that reporting on IT operations performance to the Directorate in question forms part of regular update, in respect of SLAs and KPIs, in conjunction with the IT Service management team. Management of key supplier relationships. Ensuring we are receiving value for money and influencing supplier roadmaps. Utilise these relationships to understand and facilitate art of the possible sessions.
- To deputise for the Head of IT Business Partnering when required in meetings with business or IT Stakeholders for the Integration Programme.
- Management of a virtual delivery team of key delivery resources, including BAs, Trainers and PMs.
- Generates synergies between other Strategic Partners (IT, Finance, Comms) roles across different functions to bring clarity over responsibilities and avoid duplication of time and effort.
- Establish the IT Strategic Business Partner role as high performing and value-adding, within the IT function and across the wider organisation.
- Quickly embeds within a business area to become part of the Senior Leadership Team (SLT)
- Establish excellent relationships with key business stakeholders, following established methods for managing and scheduling demand for IT services as well as reviewing performance of the IT function against agreed service levels with the business.
- Plans, forecasts, coordinates and deliveries IT change activity in a timely, high quality manner.
- Takes a thoughtful and strategic approach, challenges assumptions and asks questions to get people to rethink a problem. Opens up new possibilities and changes thinking about an issue.
- Can demonstrate an in-depth understanding of their business area and how this impacts local plans to implement the IT Strategy.

About you:

You will be:

- Decisive, clear, and direct in views; influential in shaping the nature and scope of a project/strategy.
- Able to step back and see the larger implications of decisions made at a local level and able to ensure that these align to both the IT Strategy and Group Inaugural Business Plan and Strategy.
- Prepared to raise and confront difficult issues. Asks pertinent questions, challenges the norms and be curious.
- Be able to demonstrate a commercial mindset, and evidence that you understand what is happening in the wider sector and across the enterprise.
- A good networker, someone who will be able to bring back new thinking into the team

You will have:

- A passion for customer service and relationship development with business stakeholders, as well as IT demand and delivery management.
- A persuasive, articulate communicator with a passion for delivery, who can communicate solutions design, delivery and scheduling concepts and related matters to a broad range of technical and non-technical staff.
- Experience in leading, driving and delivering projects and programmes.
- Solid, multi-organisation experience in IT applications development within a commercial/customer focussed environment or professional services organisation.
- Technology and business savvy, with strong communication skills (written and spoken) and the ability to work in partnership with key stakeholders, including senior management teams.
- Strong business process understanding, with the ability to understand high level, end to end business models, as well as the implications of changes to these models.
- Project management and scheduling skills, with exposure to Agile and Prince methodologies
- Strong interpersonal and presentation skills – service orientation, collaboration and facilitation.

Version Date:

Signed off by:

- Team player with a passion for technology, best practice and a high level of attention to detail, and skilled in working within a collaborative environment working across matrixed teams in projects.
- Relevant IT related academic or industry qualifications or be in the process of achieving them (e.g. Business Relationship Management Professional [BRMP], ITIL v3 Foundation level certification, PRINCE2® certification, etc.).
- A mind-set of continuous improvement, self-motivation, and strategic thinking.
- Ability to apply critical, creative thinking and evidence to constructively challenge the status quo with credibility.