

Job Title: ICT Senior Business Partner	
Job Evaluation Number	C220

## JOB DESCRIPTION

<b>Job Title:</b> ICT Senior Business Partner	<b>Location:</b> Kidlington or Southampton
<b>Job Family:</b> ICT	<b>Role Profile Title:</b> BB5 Police Staff
<b>Reports To:</b> Head of Business Services	<b>Band level:</b> 5V
<b>Staff Responsibilities (direct line management of):</b> ICT Business Partner(s)	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

**The overall purpose of the role is to:** Manage and develop the relationship between ICT and key Force stakeholders regarding both future direction and Business as usual operational services involving ICT. Take accountability for all ICT service provision into their specific Business Units. Work in true partnership with the Business to identify and exploit opportunities through the co-creation of technology and ICT service solutions, ensuring that ICT plans are aligned with both Forces business plans & objectives.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

**The key result areas in the role are as follows:**

1. Maintain the ICT department's awareness of business needs in both Forces (and understanding of how the benefits are delivered) to ensure that ICT systems, solutions and services delivered address those needs and deliver the identified business benefits.
2. Lead and manage a defined portfolio of ICT Customers to ensure the services delivered to customers remain "fit for purpose" and achieve "Best Value" - meeting or exceeding agreed service and operational level agreements.
3. Establish and communicate the contribution that technology can make to business objectives to ensure that ICT is involved as early as possible in business developments and the opportunities/benefits presented by ICT are fully exploited.
4. Initiate and proactively manage the delivery (across technical, business and support teams), Continued Service Improvement Plans, demonstrating tangible improvements in services, efficiency, business benefits and improvements to customer satisfaction ratings.
5. Obtain Senior Officer agreement to common approaches to ICT deployment across both Forces in order to ensure ICT systems, solutions and services are delivered and managed at lower cost as part of the delivery of Portfolio Management.
6. Build the ICT department and Portfolio's relationships with Chief Officer groups and key senior Officers/staff in both Forces in order to increase business collaboration opportunities enabled and / or supported by ICT. Act as the conduit between ICT and the Business to identify opportunities where new technologies can be used to improve business efficiency and service performance.
7. Proactively negotiate, implement and manage SLA's and Operational Level Agreement's to ensure support services and agreed service level commitments are achieved – matrix managing technical, business support and third party supplier teams to deliver a service that continues to deliver against Customer expectations.
8. Validate and justify business ICT needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, identifying and quantifying the business benefits, taking into account the implications of change on the Forces and all stakeholders to

Job Title: ICT Senior Business Partner	
Job Evaluation Number	C220

ensure that the ICT systems delivered meet the business requirements and benefits and ICT objectives.
9. Work with the ICT Portfolio Management, the Forces' change programmes / processes and joint ICT Operations Board to ensure that the ICT programme supports the Force priorities and change plans.
10. Identify and establish best practice Business Relationship and Service Management both from within TVP and HC, and from other forces, agencies and organisations. Undertake reviews of processes within the Business Partner team to ensure that the team have a continuous improvement ethos to improve customer service/delivery.
11. Instil and develop a culture of continuous development for line reports and the wider team through; training and development and the PDR process, motivating, effective workload planning, monitoring employee welfare and quality assurance of work standards. Take prompt and reasonable action to address performance below required standards in line with the relevant Force procedure.
12. Deputise for Head of Business Services which can include meetings with Chief Constables and other Senior Officers.
13. Negotiate priorities for the introduction of new business capability with senior stakeholders to ensure maximum benefit is achieved from ICT's delivery capacity and work programme, following the business change model for each customer as appropriate.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

<b>Further Comments:</b>
Develops and implements overall joint ICT delivery/programme/project/change plans as part of the SLT and develops support/delivery processes that support the Forces' business change plans.
The SBP will regularly engage with Chief Constables and their management teams, including the Force Deputy Chief Constables (owners of the Force change processes), Executive Officers (understanding business areas strategic business requirements and direction).
The SBP will regularly engage with senior representatives of national agencies on the strategic national initiatives and directions.
Staff are located in 2 sites (Kidlington and Southampton). Business representatives may be based in any location with the Force areas and potentially anywhere nationally for national systems.
Represents the Forces externally on matters relating to the ICT Business Engagement.

**d. CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b>The knowledge or skills required in the role are as follows (essential or desirable):</b>	<b>E/D</b>
1. Experienced ICT Manager having delivered ICT service in a similarly complex environment using an industry recognised approach such as ITIL. (including the following range of knowledge and skills: a. Demonstrable understanding of IT Environments - The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such	E

Job Title: ICT Senior Business Partner	
Job Evaluation Number	C220

<p>as customers, suppliers, partners), in particular own organisation's technical platforms and those which interface to them through the specialism, including those in closely-related organisations.</p> <p>b. C level experience in Customer Value Chain Concepts - The complete sequence of activities within a process, from receipt of an order or request to delivery of a product or service.</p> <p>c. Trained in recognised methodologies (LEAN/Sig Sigma)for Business Improvement Techniques - Techniques for streamlining business processes which have been modelled and understood. Examples: error-proofing, value added assessment, process cycle time reduction, future-proofing, resilience, reliability, cost effectiveness.</p> <p>d. Well practiced in Business Proposals - Methods and techniques for preparing and presenting business cases, invitations to tender and statements of requirements both orally and in writing.</p> <p>e. Subject Matter Expert in Service Delivery Economics - The economics of service delivery such as the cost of hardware, software, and manpower used to deliver the service.</p>	
2. Director level experience of understanding and articulating how the application of ICT technology impacts the Forces' Policing and business objectives and processes.	E
3. Demonstrable experience of achieving significant outcomes through influence and persuasion rather than through direct line authority.	E
4. Excellent communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.	E
5. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential*.	E
6. Experience in ISO 9001, ISO 27001 and ITIL best practices.	E
<b>Additional comments:</b> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	