

Job Title: ICT Senior Business Partner	
Job Evaluation Number	C350

JOB DESCRIPTION

Job Title: ICT Business Partner Lead	Location: Kidlington or Southampton
Job Family: ICT	Role Profile Title: Senior Manager
Reports To: Head of Business Services	Band level: 5W
Staff Responsibilities (direct line management of): ICT Senior 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: lead the Business Partner team to transform the relationship and working practises between ICT and key Force senior stakeholders, developing the Business Partner role from a reactive service provision into a truly proactive and trusted advisor to the Business. Working in true partnership with the Business to proactively identify and exploit opportunities through the co-creation of technology and ICT service solutions, ensuring that Business investment decisions are aligned to both the ICT strategic technology plans and 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. Formally deputise for the Head of Business Services both during times of absence and as required during business as usual activities which can involve meetings with Chief Constables and Senior Officers.
2. Set the strategic direction for the Business Partner Team, responsible for defining the transformational needs of the Team to deliver proactive and strategic solutions based on both Business needs but also ICT Strategic technology plans to ensure efficient and sustainable investment decisions are made by senior business stakeholders.
3. Proactively establish and communicate the opportunities that technology can deliver to meet business objectives, ensuring that ICT are a driving force in developing and proposing business improvements and that the opportunities/benefits presented by ICT are fully exploited.
4. Responsible for gaining Chief, and 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 a joint Portfolio.
5. Lead and manage the Business Partner team to ensure the services and technology delivered to our customers remain "fit for purpose" and achieve "Best Value" - meeting or exceeding agreed service and operational level agreements.
6. Initiate and proactively manage the ICT service 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.
7. Build the ICT department relationships with Chief Officer groups and key senior Officers/staff in both Forces in order to increase business collaboration opportunities enabled/supported by ICT, and to 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.
8. Proactively negotiate, implement and manage supplier and ICT SLA's and Operational Level Agreement's to ensure support services and agreed service level commitments are achieved –

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matrix managing technical, business support and third party supplier teams to deliver a service that continues to deliver against Customer expectations.

9. Ensure that all change demand across both Forces into ICT is joined up from a strategic perspective, maximising overall opportunities and avoiding divergence between different Business areas to ensure efficient use of technology solutions and value for money.

10. Lead 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.

11. Identify and establish strategic and tactical best practice Business Relationship and Service Management both from within TVP and HC, and from other forces/ agencies/ organisations. Undertaking reviews of processes within the Business Partner team to ensure that the team have a continuous improvement ethos to improve customer service/delivery.

12. Responsible for the direct and indirect supervision of the Senior Business Partners, including their training and development through the PDR process, motivation, workload planning, welfare, monitoring and quality assurance.

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

Further Comments:

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 Business Partner Lead 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 Business Partner Lead will regularly engage with senior representatives of national agencies on the strategic national initiatives and directions.

Additionally ICT manages between 400 – 500 business applications delivered to approximately 14,000 staff in 100 locations with additional 200 none force locations and also 200+ IT equipped vehicles, over 20,000 mobile ICT devices and over 9,000 airwave terminals.

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.

Business Partner Lead will comply with the ICT Managerial Objectives :

Responsible for:

- Ensure that resource management, capacity management and team activity reporting is in place and adhered to
- Ensure that team members are empowered and have appropriate skills and tools to fulfil their roles
- Delivery focused, managing team impediments and escalate where necessary
- Motivate and mentor the team, promoting a self-organising team mentality

Job Title: ICT Senior Business Partner	
Job Evaluation Number	C350

Accountable for:

- Priority based tasking
- Continuous Improvement: team, interaction, artefacts, evidence, progress, momentum, efficiency, staff retention.

Contribute to:

- Active risk management and mitigation

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.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Experienced ICT Client Manager having delivered ICT service in a similarly complex commercial environment using an industry recognised approach such as ITIL. (including the following range of knowledge and skills: a. Familiar with IT Environment - The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such 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. b. Proficient 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. c. Proficient in 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. d. Expert in Business Proposals - Methods and techniques for preparing and presenting business cases, invitations to tender and statements of requirements both orally and in writing. e. Expert in Service Delivery Economics - The economics of service delivery such as the cost of hardware, software, and manpower used to deliver the service.	E
2. Experience of understanding and articulating how the application of ICT technology impacts operational policing and business objectives and processes.	E
3. 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
<i>Additional comments:</i> * 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.	