

Job Description

Job Title:	Digital Business Partner - Professional Services
Department:	IDG
Grade:	FA8
Responsible to:	Business Engagement Director

Job Purpose:

To lead as the strategic interface between IDG and University departments/faculties. Working as trusted partner to stimulate, surface and shape business demand /requirements for all IDG services, ensuring the potential business value can be realised for new services and optimised for the current services being utilised.

Facilitating effective communication and collaboration across all levels of seniority up to faculty leadership level and IDG Directors to ensure that all business needs are integrated into technology products, projects and initiatives by ensuring there is a voice of the domain/area/unit into IDG and the voice of IDG to the university.

Responsible for representing faculty nuances and focus areas and ensuring these are captured as part of work prioritisation, strategy formation, and key technology decisions. Responsible for championing good digital practice back into the faculty and holding the tension between the two areas in direct collaboration with product management and enterprise architecture.

Understands and reports on IDG performance across all services back into the faculty and provides visibility of IDG SLAs and KPIs as part of a regular reporting cycle.

Duties and Responsibilities:

- To support the Business Engagement Director in championing an institution-wide strategic agenda.
- Build and maintain strong relationships at senior level to ensure that the strategic direction for digital innovation and transformation is set and new products and services are developed and marketed.
- Provide internal and external thought leadership on best practice and understand the cross-sector landscape and key trends by researching competition, identifying best practices, and defining opportunities for improvement.
- Work closely with business units and product management to ensure strategic and operational aims are understood and solutionized.
- For all investments in the Portfolio, ensure clear business sponsorship, commitment of business resources and business change programmes are in-place.

- To anticipate future strategic developments and needs and influence future strategy creation and prioritisation in line with business needs.
- Partner with business leaders including faculty leadership and IDG Directors to ensure holistic IT demand, technology products, projects and initiatives are captured and rigorously prioritised based on clear value propositions, risk and total cost of ownership.
- Directing projects towards desired IT strategies with the provision of initial project estimates for cost-benefit analysis.
- Contribute to collaborative bid development, leveraging IT and data to maximise opportunities.
- Plan and implement new business engagement activity, championing the innovation agenda.
- Identify collaborative working opportunities.
- Engage, establish and build relationships with the key stakeholders, helping to clarify understanding of the value that IDG can bring.
- To ensure that the department/faculty is ready to accept new services and that benefits are being realised.
- Engage with Data to share university insights and priorities and to leverage analytics and reporting to measure benefits/value delivered to the university and identify gaps and areas for improvement.
- Encourage the adoption of digital best practice and facilitate the business' ability to drive continuous improvement of their own service area.
- Be prepared to challenge and engage with senior stakeholders within the business and IDG where competing viewpoints are held to reach a resolution and successful delivery.
- To act as the interface between IDG and the business units, architecture, delivery and operational teams to closer align services, demand and supply for IDG services.
- To proactively co-create/work with capability owners / product teams from the business and the Architecture team to identify and develop roadmaps for technology services or solutions that can be deployed to improve performance and cost effectiveness.
- Be the key point of contact within IDG for business-specific complexities and nuances, ensuring a 'tell us once' mentality is adopted and reflected in decisions made centrally.
- To support stakeholders in documenting; problem statements, key requirements, outcomes statements, and business benefits cases that consider IDG architecture and total cost of ownership to support business portfolio and change planning and acceptance practises.
- To develop, implement and maintain portfolio and competencies, as per the IDG Framework.
- Act as a communication and change agent when explaining the transformation journey the business unit has embarked on.
- Work with the IDG Leadership team to identify and manage risks associated with initiatives, including data privacy, security risks, scalability, and reliability.

Person Specification

Requirements	Essential (E) or Desirable (D) requirements
The post holder must be able to demonstrate:	
Degree or equivalent level of qualification or experience	E
Project Management qualification/accreditation	D
Demonstrate a track record of building strong working relationships with a wide range of stakeholders at all levels both internal and external in a large complex multi-faceted organisation.	E
Experience of co-developing multi-year strategic plans	E
Knowledge of business processes and information flows for critical information systems and capabilities.	E
Experience in the development of business requirements, benefits cases for new initiatives and business changes facilitated by technology solutions.	E
Significant experience of business requirement analysis and solutions assessment.	D
Experience of the whole service fulfilment and project delivery life cycle.	D
Experience of managing complex IT Programmes, or inclusion in their delivery of business value	E
Significant experience demonstrating an aptitude for continuous improvement	E
Clear ability to think strategically whilst having a strong focus on technologies, operational service delivery and lateral thinking capabilities	E
Strong commercial awareness and analytic skills.	E
Articulate communicator with an unambiguous and consistent leadership style that translates effectively across both the business and customer base.	E

A proactive approach to business partnering, able to inspire confidence, manage expectations and meet the aspirations stakeholders	E
Customer excellence including strong communication & influencing skills	E
IT Functional knowledge (Architecture, Service Management, BRM)	D