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| **Department** | **CHIEF EXECUTIVE’S** |
| **Job Title** | **ASSISTANT ICT BUSINESS & RELATIONSHIP PARTNER** |
| **Grade** | **GRADE H** |
| **Primary Purpose of Job** | To assist the Business & Relationship Partners in providing effective support to business users including:  To provide technical advice, project management, analysis, evaluation, advice, development and technical support, to help business teams maximise the potential of ICT and in particular Microsoft Office 365 tools.  To assist in the management of resources associated with the ICT contract, to ensure value for money and effective use of resources to meet Council priorities. |
| **Reporting To** | ICT Business and Relationship Partner |
| **Staffing**  **Responsibilities** | Service Delivery Team/ Project staff as assigned |

**Main Duties**

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| **Principal Responsibilities** | |
| **1** | To assist the ICT Business and Relationship Partner in delivering a range of IT support to business users and help define and deliver against the Councils Digital Strategy. |
| **2** | To contribute to the effective management of the ICT Service delivery contract, working in partnership with the IT Managed Service Delivery Partner (ISDP). |
| **3** | To work with Business teams to ensure that all ICT resource requirements to deliver corporate and business ICT priorities, are identified and work with our ISDP to ensure that they are commissioned in the most appropriate way. |
| **4** | To work closely with IT / business system teams to support work programmes, undertake business analysis tasks and agree schedules for ICT resources aligned to key priorities |
| **Account Management** | |
| **5** | To support business users in the development of system specifications for business applications/systems which are being procured/ developed as part of an agreed work programme. Utilising Microsoft Office 365 tools and applications where appropriate. |
| **6** | To support Departmental ICT staff in managing relationships with IT suppliers and resolving issues/ problems |
| **7** | To provide relevant performance information about the delivery of the service and service improvements in response to customer feedback |
| **Project Management** | |
| **8** | To effectively project manage ICT projects or work streams, business projects which relate to the implementation of new technology, using a structured methodology |
| **9** | To effectively project manage application development, including feasibility studies and the installation of hardware / software /systems, testing programmes and preparing progress reports |
| **10** | To ensure effective communication and engagement with business teams when working on a project, to ensure that they have accurate information about the development of the ICT service and projects which they have commissioned or which impact upon them. |
| **Business Change Management** | |
| **11** | To assist business teams in the analysis of business change requirements and support the development of business cases which relate to the use of ICT to solve business problems |
| **12** | To work with our ICT Managed service partner to support business teams in the evaluation of new technology and identification of technological solutions. |
| **13** | To contribute to the effective performance management of the ICT service delivery contract |
| **14** | To understand and maintain a keen awareness in the technology marketplace and opportunities to use new technology to improve Partner services. |
| **15** | To ensure that all activities comply with Standing Orders, Financial Regulations and Codes of Practice as relevant to the Partner organisation. |
| **16** | To ensure adequate records and procedures are adhered to, to protect ICT equipment/ assets and the security of the Councils network. |
| **17** | To undertake any other duties as required by the service’s response to business need. |

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| **Date Job Description prepared/updated:** | **July 2019** |
| **Job Description prepared by:** | **Head of Operational ICT Service Delivery** |



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| **Department** | | | | **Chief Executive’s** | | |
| **Job Title** | | | | **ASSISTANT ICT BUSINESS & RELATIONSHIP PARTNER** | | |
| **Stage One** | | | Disabled Candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| **Technical:** | | | | | | |
| 1. | Ability to undertake a range of Technical duties including:   * Requirements Definition * Change Implementation * Business Analysis * Stakeholder Management * Office 365 development | | | | | Application Form/Interview |
| 2. | Ability to provide technical advice and support on the Councils Digital Strategy and key departmental ICT issues/ projects | | | | | Application Form/Interview |
| 3. | Demonstrated use of a structured project management methodology & understanding of why this is important | | | | | Application Form/Interview |
| 4. | Knowledge of current business applications, Microsoft Office 365 and how they can be utilised for improving business performance across the council. | | | | | Application Form/Interview |
| 5. | Ability to review performance information and provide feedback to customers | | | | | Application Form/Interview |
| 6. | Ability to interpret complex IT technical information | | | | | Application Form/Interview |
| 7. | Ability to analyse and map business processes using structured methodology, to make recommendations to improve performance | | | | | Application Form/Interview |
| **Service Delivery:** | | | | | | |
| 8. | Demonstrate effective organisational skills with the ability to plan, develop and prioritise work in order to meet deadlines and changes in priority | | | | | Application Form/ Interview/ Presentation |
| 9. | Demonstrate a knowledge of Customer service in an IT environment or Relationship management /Contract Management role for an outsourced service | | | | | Application Form/ Interview/ Presentation |
| 10. | Demonstrated understanding of importance of adopting a strategic approach to ICT | | | | | Application Form/ Interview/ Presentation |
| 11. | Ability to represent ICT in a positive and helpful manner at meetings with customers | | | | | Application Form/Interview |
| 12. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Significant experience of working within an IT environment | | | Application Form | |
| 2. | Experience of ICT project management using a structured methodology | | | | | Application Form/ Interview/ Presentation |
| 3. | | Relevant ICT qualification to degree level or equivalent | | | Application Form | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | Some out of hours working may be required | | | Interview | |
| 2. | | Because of multiple site coverage, mobility and flexibility is required | | | Interview | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
| 1. | Office 365 application development skills in Sharepoint, Microsoft Flow, Power Apps, Power BI | | Application Form / Interview |

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| **Date Person Specification prepared/updated:** | **July 2019** |
| **Person Specification prepared by:** | **Head of Operational ICT Service Delivery** |
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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

* **Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

* **Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

* **Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

* **Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.