Role definition

Job title:	IT Business Partner		
Reports to:	Group Director of Information Technology		
Direct reports:			
Business unit:	MUSE/MSIL	Location:	TBC

Summary

Build strong business partnerships through engagement so that the division's needs and ideas are captured, prioritised and understood in order to enable appropriate IT solutions to be delivered. Business partnerships will also ensure that IT is sponsored and steered effectively within the business, whilst also contributing to the overall IT strategy.

Oversee the local delivery of IT solutions within the business by ensuring business requirements are documented and communicated, business processes are defined (both as is and future) and any level of IT change takes place in accordance with IT governance and business specific goals.

Provide an assurance to the business of the overall performance of IT both within the business and to the wider Group, through the use of IT steering, budget management, local supplier and service management, continual improvement and by contributing to the wider Disaster Recovery/Business Continuity procedures.

Be a contact point for escalating and facilitating the appropriate response to issues and requirements.

The role will ensure the needs of the business are achieved by effective means and will assist with the design, delivery and benefit realisation of the overall Group IT strategy.

Key objectives *(4 maximum)*

- **Relationships** – Embed within the business teams to establish strong relationships whilst also working within wider IT team

- **Solution Delivery** - Uncover and define requirements, provide context to wider IT team and providers and oversee delivery

- **Assurance** – Monitor and manage local IT resources, services and solutions so they remain fit for purpose

Principal responsibilities and accountabilities

- Deliver regular formal IT updates within the business to keep it fully informed of work, priorities, expectations and performance
- Contribute and lead IT steering within the business and wider IT team to ensure work is prioritised and expectations are managed
- Uncover, capture, define and document IT requirements, needs and ideas to help the delivery teams and providers achieve demand, whilst also providing IT thought leadership
- Model current business processes and help design new business processes to ensure that IT needs and solutions are fully understood and reflective of the business
- Ensure all IT activity is fully compliant in accordance with the IT governance model, both in terms of security policies and internal change processes
- Contribute to the wider IT strategy to ensure it remains reflective of all Group Divisions
- Contribute to the wider IT continual improvement programmes through regular internal service reviews, to ensure that services/solutions remain appropriate
- Provide local IT resource for issue, risk, resource, task management
- Be an effective escalation point for divisional issues and requirements and ensure and facilitate the correct response from our service partners.

Person specification

Qualifications and training

- Thorough experience of leading teams or working self-managed
- Higher education qualification (degree) or minimum four years working experience in a similar role
- ITIL / PRINCE2 would be welcome but not essential

Technical skills and experience

- Strong verbal/written communicator able to translate between IT/business terms
- Confident presenter to all levels of the business
- Awareness/experience of business process modelling/requirements gathering tools
- Awareness of financial concepts and ideally experience of budget management
- Empathy, integrity, humility, trustworthy
- Track record in working within project environment
- Desirable if they have customer service experience within IT and/or experience of working in construction industry