

ROLE DESCRIPTION

Job Title	Senior Business Relationship Manager
Salary Band	44-50
Reporting to	Senior Digital Design & Delivery Manager
Directorate	Resources
Service Area and sub area	Digital Services & Transformation
Team	Design & Delivery
Political Restriction	None

1. Primary Purpose of the Post
<p>As Senior Business Relationship Manager you will have a passion for Digital service delivery and excellence and improving customer experience and perception of the Digital Service. The Senior Business Relationship Manager (SBRM) is a senior level, strategic business partner who will act as a translator and mediator between Digital Services and the business within the organisation.</p> <p>Reporting directly to the Senior Digital Design & Delivery Manager, you will work with senior leaders to evolve culture and organisational behaviour, elevating Digital Services into a strategic partner whilst developing a deep knowledge of LCRCA business services to build both horizontal and vertical relationships with business and Digital leaders that deliver significant business impact.</p> <p>The role requires an experienced IT / Digital leader with gravitas and a demonstrable high level of communication skills who has the flexibility to manage a heavy workload whilst maintaining a healthy work-life balance. You will also have a broad knowledge of IT platforms and solutions and will have a keen interest in coaching, learning & development.</p>
2. Your responsibilities
<p>The role will ensure service area priorities for new or changed products and services are in alignment with desired business outcomes which are effectively established and articulated. Importantly the role will support the Senior Digital Leadership Team (SDLT) to ensure conflicting stakeholder requirements are mediated appropriately by handling stakeholders' complaints and escalations well through a sympathetic (yet formal) process. This will involve but is not limited to tracking services received and technology trends that could impact customer perception and or service provision, proactively attending service area SMT meetings to review service levels and to promote and inform any new services and or customer improvement solutions being worked on by Digital Services. Essentially the role will become the ambassador for the Digital Services Organisation.</p> <p>MAIN RESPONSIBILITIES</p>



1. Work closely with the Senior Digital Leadership Team to ensure conflicting stakeholder requirements are mediated appropriately by handling stakeholders' complaints and escalations well through a sympathetic (yet formal) process.
2. Track customer service and technology trends that could impact customer perception and or service provision, proactively attending service area SMT meetings to review service levels and to promote and inform any new services and or customer improvement solutions being worked on by Digital Services.
3. Coach and mentor digital staff and business partners and enable them to articulate the technology needs and requirements in their function that will advance business performance.
4. Become a high-level subject matter expert in a broad range of solutions to act as an advisor and champion for identifying, leading, and driving information technology transformation within the organisation.
5. Ensure that the organisations business strategy and key performance indicators are identified and leveraged for effective IT/Digital demand shaping.
6. Lead the engagement with the business unit or service leaders on pre-project ideation, facilitating the right digital resource as required.
7. Working with colleagues within the business and digital/IT leaders to lead on the evaluation of proposals, build business cases, and plan new joint initiatives, and determine how they fit into business capability roadmaps and priorities.
8. Ensure that essential business requirements are understood, captured, and reflected in solution documentation.
9. Working with the IT Service and Operations Manager to ensure continuous improvement in value optimisation, IT performance, and business processes where applicable.
10. Define, produce, monitor, and deliver monthly Service level agreements and reports to include key performance metrics.
11. Proactively identify business capability and IT service gaps and contribute to improvement efforts.
12. Works to agreed objectives and plans but has freedom to interpret these and work within policies.
13. Models senior leadership behaviours and maintains healthy relationships with the Director of Digital and Transformation, Head of Digital Services, Senior Design & Delivery Manager, IT Service and Operations Manager and other senior leaders/partners in order to leverage best practices, overcome conflicting opinions and lead and evaluate emerging technologies, whilst distributing in depth specialist knowledge of IT procedures internally and externally to inform long term plans and strategies.

14. Working with the Senior Leadership team to deliver the LCRCA digital transformation strategy, ensuring the service has the technology and skills to develop local policies that meet national policy objectives and to play a leading role in implementing these policies and driving innovation in the Liverpool City Region.

15. Perform ad-hoc duties outside of subject matter area as requested.

KEY WORKING RELATIONSHIPS

Senior Digital Design & Delivery Manager
 Director of Digital & Transformation
 Head of Digital Services
 IT Service and Operations Manager
 Digital Governance & Compliance Manager
 Enterprise Architects
 Metro Mayor
 Chief Executive and Executive Leadership team
 Business Directors and Heads of Service

3. General Corporate Responsibilities

1. Works with business and IT leaders to evaluate the effectiveness of technologies and workflows that impact business users through regular engagement and support where required.
2. Through regular Service meetings, cross site working and customer contact, develop and maintain effective communication and good working relationships and engagement with other departments, divisions, third party suppliers, partnership organisations and external bodies with clear explanation of proposed concepts and end goals.
3. Work on internal, local regional and national projects as is reasonable to expect of a senior manager. Examples could include helping to improve customer contact within Digital Services within LCRCA across the region.
4. May be required to chair and participate in relevant committees, and task and finish groups to provide input into the design and use of technology impacting processes and workflow, i.e., Digital Strategy Board, Technical Steering group, Digital Solutions Delivery Group, Organisation's transformation meetings, Capital Investment Board. Often these are large groups that will be required to understand the complexity of the project and where there may be the opportunity to influence the direction of the proposed processes.
5. Responsible for the recruitment (in accordance with policy and procedures and ongoing line management for several Business Relationship Managers.
6. Direct team to identify training and development needs, complete direct reports appraisals and then, with individual staff members, arrange for identified needs to be met to enhance the skills and knowledge available.



7. Mentor the wider IT Ops team in appropriate customer service skills and recommend learning & development as appropriate.
8. Address performance, attendance and mandatory training compliance following expected processes and policy.
9. Ensures own professional knowledge is regularly updated and keep abreast of relevant high-level developments and innovation in all areas of Digital and IT. Keeps up to date with Local Government publications using experience and in-depth knowledge of IT.
10. Create an environment that invites discussion and the freedom to speak up.
11. Sets standards with staff and hold staff to account for delivery of quality work.
12. Communicate and engage regularly with employees, conduct 1:1 and performance reviews in accordance with HR policy & procedure.
13. Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.
14. Able to absorb and deal constructively with criticism and seek support, as necessary.
15. Participate in an on call out of hours support rota if required
16. Ability to maintain an effective work life balance.

4. Recruitment Plan

Competency Based Interview
Assessment

PERSON SPECIFICATION

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Salary Band 44-50

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Degree or Equivalent work experience Prince2 or Project Management Certification Specialist Training in a field related to Customer Service excellence/Business relationship Management. ITIL v4 Foundation Membership in BCS BRMP Recognized Leadership / Management Development Programme Membership in other recognized digital networks ITIL v4 expert level 	E D E D D D D D D D	Application

Experience and knowledge	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Senior Management Experience working in a similar capacity with an IT Operational leadership background Experience of working in a fast-paced, large enterprise with a diverse range of services. Experience of working with Senior customers Demonstrable ability and experience of successfully dealing with Senior level escalations and managing expectations to a mutually agreeable outcome. Demonstrated ability and experience to interact with and influence C-level executives to drive business value. Extensive knowledge and demonstrable success in managing SLA's and KPI's in a large, complex, and diverse Enterprise. Demonstrated experience managing people and applying HR policies and procedures Demonstrated acumen and passion for business and technology. 	E E E E D D D D	Application / Interview



<ul style="list-style-type: none"> Knowledge of the IT industry, e.g., emerging technologies and trends, industry standards, solution architecture, and the vendor landscape. Broad knowledge of cyber security and audit procedures and requirements 	D	
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Skills and abilities	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> Active and extensive problem solving and analytical skills. Strong collaboration, teamwork and relationship building skills across multiple levels and functions in the organisation. Ability to listen, build rapport, and credibility as a strategic partner vertically within the business unit or function, as well as with leadership and functional teams. Ability to meet and set deadlines and effectively deal with competing demands whilst meeting tight deadlines. Gravitas to form excellent working relationships with customers, colleagues, and partners. A strategic thinker focused on business value results that utilize technical solutions. Ability to set expectations with business partners and effectively leverage governance for a positive business partner experience. Exceptional ability to lead change using positive and collaborative methods. Skilled at conflict resolution and problem solving to achieve win-win outcomes. Diplomacy: able to influence and motivate others using personal rather than positional power. Effective communication skills in writing, speaking, and presenting. Able to communicate technical or complex subject matter in business terms. An outside-in focus: outstanding end-customer relationship skills. Highly skilled at creating business requirements documents, use cases, user acceptance test plans, process flow and data flow diagrams. Accepts ownership and welcomes responsibility. Ability to foster a culture of leaning and self-development. 	D E E E E E D E D E E D E E	Application / Interview
Personal Attributes	E = Essential	Identified By



	D = Desirable	
<ul style="list-style-type: none"> • Must be able to demonstrate a clear understanding of core organisation values and be able to articulate in practice. • An innovator and strategic thinker who can see and communicate the vision to others and translate this into achievable milestones. • Flexible working at peak periods • Ability to work independently and in a team environment. • Ability to supervise and train employees, to include organising, prioritising, and scheduling of work assignments. • Ability to make judgements and assessments relating to the impacts and co-dependencies of local and national policy application. • Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to identify several solutions. • Able to make quick assessments of and draw logical conclusions from situations. • Able to 'think on their feet' when dealing with convoluted and complex problems. • Must have working knowledge of MS Office, MS Teams, and comfortable learning new systems. 	E E E E E D E D E	Application / Interview

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> • Conscientious, flexible, and resilient • Excellent time management skills. • Self-motivated with the ability to work effectively with no supervision. • A positive "can do" attitude and a positive attitude to change. • Committed to providing an excellent service to the organisation and able to create an inherent customer focus across the team. 	E E E E E	Application / Interview