

## **ROLE DESCRIPTION**

<b>Job Title</b>	Business Relationship Manager
<b>Salary Band</b>	37-40
<b>Reporting to</b>	Senior Business Relationship Manager
<b>Directorate</b>	Resources
<b>Service Area and sub area</b>	Digital Services & Transformation
<b>Team</b>	Design & Delivery
<b>Political Restriction</b>	None

<b>1. Primary Purpose of the Post</b>
<p>As a <b>Business Relationship Manager</b>, you will have a passion for Digital service delivery and excellence and improving customer experience and perception of the Digital service within the LCRCA. The Business Relationship Manager (BRM) is a strategic business partner who will act as a translator and mediator between Digital Services and the business.</p> <p>Reporting directly to the Senior Business Relationship Manager, you will work with leaders within Digital Services and the business to evolve culture and organisational behaviour, elevating Digital Services into a strategic partner whilst developing knowledge of LCRCA business areas to build horizontal and vertical relations to the business and digital leaders that deliver significant business impact.</p> <p>The role requires a subject matter expert in business relationship management with a good understanding of IT and Digital who also has a demonstrable elevated level of Communication skills and is flexible to manage a heavy workload whilst maintaining healthy work-life balance. You will also have a keen interest in learning &amp; development.</p>
<b>2. Your responsibilities</b>
<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.</p> <p>Importantly the role will support the Senior Business Relationship Manager and 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.</p> <p>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 SMT meetings to review IT 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>



## **MAIN RESPONSIBILITIES**

- 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.
- 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.
- 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.
- Become a high-level subject matter expert to act as an advisor and champion for identifying, leading, and driving information technology transformation within that organisation.
- Ensure that the organisations business strategy and key performance indicators are identified and leveraged for effective IT/Digital demand shaping.
- Lead the engagement with the business unit or service leaders on pre-project ideation, facilitating the right digital resource as required.
- 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.
- Ensure that essential business requirements are understood, captured, and reflected in solution documentation.
- Works to agreed objectives and plans but has freedom to interpret these and work within policies.
- Perform ad-hoc duties outside of subject matter area as requested.

### **3. General Corporate Responsibilities**

- 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.
- 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.

- 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 knowledge of IT.
- Create an environment that invites discussion and the freedom to speak up.
- Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.
- Able to absorb and deal constructively with criticism and seek support, as necessary.
- Ability to maintain an effective work life balance.

#### **4. Recruitment Plan**

Competency Based Interview  
Assessment

## PERSON SPECIFICATION

**Job Title:** Business Relationship Manager

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
<ul style="list-style-type: none"> <li>Specialist Training in a field related to subject area.</li> <li>Recognised Leadership / Management Development Program</li> </ul>	<p><b>D</b></p> <p><b>D</b></p>	<b>Application</b>

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of working in a fast-paced, large enterprise with a diverse range of services	<b>E</b>	<b>Application/ Interview</b>
Experience of working with Senior customers	<b>E</b>	
Demonstrable ability and experience of successfully dealing with Senior level escalations and managing expectations to a mutually agreeable outcome.	<b>E</b>	
Demonstrated acumen and passion for business and technology.	<b>E</b>	
Knowledge of the IT industry, e.g., emerging technologies and trends, industry standards, solution architecture, and the vendor landscape.	<b>D</b>	
Broad knowledge of cyber environments and threats.	<b>D</b>	

Skills and abilities	E = Essential D = Desirable	Identified By
Active and extensive problem solving and analytical skills.	<b>D</b>	<b>Application/ interview</b>
Strong collaboration, teamwork and relationship building skills across multiple levels and functions in the organisation.	<b>E</b>	
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.	<b>E</b>	
Ability to meet and set deadlines and effectively deal with competing demands whilst meeting tight deadlines.	<b>E</b>	
A strategic thinker focused on business value results that utilise technical solutions.	<b>E</b>	



Ability to lead change using positive and collaborative methods.	<b>D</b>	
Skilled at conflict resolution and problem solving to achieve win-win outcomes.	<b>E</b>	
Diplomacy: able to influence and motivate others using personal rather than positional power.	<b>D</b>	
Effective communication skills in writing, speaking, and presenting.	<b>E</b>	
Highly skilled at creating business requirements documents, use cases, user acceptance test plans, process flow and data flow diagrams.	<b>D</b>	

<b>Personal Attributes</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Must be able to demonstrate a clear understanding of core organisation values and be able to articulate in practice.	<b>E</b>	<b>Application/ interview</b>
An innovator and strategic thinker who can see and communicate the vision to others and translate this into achievable milestones.	<b>E</b>	
Flexible working at peak periods	<b>E</b>	
Able to make quick assessments of and draw logical conclusions from situations.	<b>D</b>	
Must have working knowledge of MS Office, MS Teams, and comfortable learning new systems.	<b>E</b>	

<b>Core Behavioural Competencies</b>	<b>E = Essential D = Desirable</b>	<b>Identified By</b>
Conscientious, flexible, and resilient.	<b>E</b>	<b>Application/ interview</b>
Excellent time management skills.	<b>E</b>	
A positive “can do” attitude and a positive attitude to change.	<b>E</b>	
Committed to providing an excellent service to the organisation and able to create an inherent customer focus across the team.	<b>E</b>	