

**University of
Northampton**

IT Business Partner Job Description



Job Title: IT Business Partner

Grade: 7

Responsible to: Deputy Director of IT Services

Overall Purpose

The IT Business Partners work with academic and professional services areas of the university, acting as overall service delivery manager to the department. They build trusting relationships with departments, facilitate effective use and adoption of the university's information and technology systems, understand needs for technology within academic and professional services areas and ensure that departments have the skills and awareness to exploit the university's information and technology systems. They will also confirm that IT Services understands departmental current and emerging needs and present proposals on behalf of departments to relevant IT governance groups. The IT Business Partner may be assigned to professional services or academic areas, as required.

Principal Duties and Responsibilities

- Ensure effective relationships between IT Services and university staff through attending departmental meetings to hear departmental plans, translate this understanding into proposals for new services, and communicating the plans and developments of IT Services.
- Addressing the concerns of the user community through facilitating and enabling short, medium and longer term solutions to be developed.
- Understanding the needs of UON staff, academic, administrative and managerial, and report on these needs within IT Services, thus enabling appropriate solutions can be found.
- Evaluating requirements for new services, systems and solutions, and translating into proposals for new services, projects, or amendments to the design or delivery approach to existing services.
- Reporting trends, risks, issues and opportunities to the IT leadership team and generally advising on the development of departmental priorities and objectives.
- Ensuring that the department's customer relationship management system remains up to date.
- Keeping department staff at all levels appraised on information and technology services' plans for change to encourage engagement, confidence and adoption.
- Ensuring that departmental requirements are understood, documented and communicated effectively to relevant IT governance groups.
- Participate in project delivery groups, ensure that departmental requirements are adequately influence options appraisals, solution design and solution implementation approaches.
- Running awareness raising workshops for departmental staff on new services, service developments and strategic plans.
- Maintaining awareness of customer relationship strategies being pursued in other departments, universities and industries, and adapting your approach to exploit best practices.

- Consulting with all necessary stakeholders (university and external), at all levels, as part of requirements analysis activities.
- Presenting to stakeholders, leading meetings, workshops and focus groups, conducting interviews etc. in support of requirements gathering.
- Present / share your findings on department or faculty technology needs, communicate outcomes and changes, deliverables and activities to internal and external audiences.

Generic Duties and Responsibilities

- The post holder will undertake other responsibilities and tasks as reasonably requested by the line manager.
- The post holder may participate in Open Days, Welcome Weekend and other key University events that may be outside the working week.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future, in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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Qualifications

1	Hold a relevant professional level qualification or Bachelors/Advanced Degree	Essential	Application
2	Hold a relevant change management qualification, and be able to demonstrate its use with examples	Desirable	Application Interview

Skills, Knowledge and Experience

3	Experience of working and influencing across functions and managing internal and external stakeholders	Essential	Application Interview
4	Excellent organisational skills; able to demonstrate the ability to prioritise and synchronise the delivery of complex and competing demands	Essential	Application Interview
5	First class verbal and written communication skills, demonstrating the ability to engage across numerous populations and levels including the operational, technical and strategic. An ability to articulate the implications of changes to these groups in language appropriate to the audience	Essential	Application Interview
6	The ability to perform in pressured and tense environments, striking a well-judged balance between understanding customers' needs and managing their expectations	Essential	Application Interview
7	Leadership experience and capabilities, including mentoring, coaching and development of a team	Essential	Application Interview
8	Strong information and technology skills including proficiency in all common Microsoft Office applications	Essential	Application Interview
9	Ability to analyse processes and devise plans to optimise their efficiency and/or effectiveness	Essential	Application Interview
10	Understanding and experience of regulatory obligations and compliance techniques	Essential	Application

Personal Qualities

11	Excellent interpersonal skills, with a predisposition towards understanding and empathising with others' needs	Essential	Application
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12	Demonstrable ability to lead a team, working with colleagues, and using own initiative to drive excellent outcomes for your customers	Essential	Application
13	Enthusiasm for the potential opportunities for organisational change, tempered with demonstrated understanding of the challenges posed by such changes for user groups	Essential	Application
14	Ability to work in an agile manner, supporting flexible working approaches and hours	Essential	Application
15	Attention to detail, following logical and methodical working practice	Essential	Application
16	Ability to adhere to the university's Equality Policy	Essential	Application
17	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview