ICT Business Partner

Role Profile

1. Role Summary

Post Title: ICT Business Partner	**Grade**: 8
Service Area: People & Technology	**Section**: ICT
Reports to: ICT Manager	**Location**: 16 Church Street, Dumbarton
Position Number: CS1047	**Gauge Reference**: A6215

Act as the principal link between ICT and senior leaders across Council services and partner organisations, ensuring technology priorities are shaped by business needs.

1. Aligning ICT strategy with business priorities.
2. Delivering a strategic approach to ICT support and development.
3. Driving effective, efficient and business-focused ICT solutions that support service objectives.

Work with service managers and senior leadership teams to anticipate future needs and maintain forward-looking ICT plans, capacity and capability so that the right technology is available to support effective service delivery.

To ensure that service area ICT projects and requirements are effectively prioritised and resourced in line with corporate plans.

2. Key Activities

- Build trusted relationships with senior leaders, service managers and partners, translating business priorities into practical ICT requirements and maintaining regular liaison, recorded decisions and follow-up actions.
- Ensure ICT solutions align with service plans, Council strategy and standards, deliver measurable value and use agreed prioritisation criteria to focus resources on the highest-value and highest-priority work.
- Coordinate specialist ICT expertise to provide joined-up support for partner services and appropriate cover and support for management colleagues.
- Research complex ICT requirements and prepare reports, plans, briefings and presentations; work with stakeholders to develop ICT plans, application roadmaps and service-wide and organisation-wide policies and procedures supporting projects, customer outcomes, performance targets and secure, consistent service delivery.

- Promote best value through application lifecycle, licensing, cost and risk reviews, identifying consolidation and improvement opportunities and leading or supporting compliant ICT procurement and renewals.
- Advise, coach and constructively challenge managers on ICT policy, good practice, information risk and ICT related investment decisions.
- Develop business cases setting out options, costs, benefits, risks and expected outcomes for ICT led investment, supporting service areas to do the same.
- Champion digital modernisation, challenge outdated practices and lead ICT change programmes, agreeing requirements, aligning resources, managing dependencies and supporting adoption and benefits realisation.
- Develop, review and monitor ICT service levels, using feedback and performance evidence to agree improvements and support local and national measures for reliable, secure, user-focused services.
- Undertake Postal Vote Supervisor duties during Council elections, including election planning meetings and daily on-site supervision for a period that may extend to one month. A separate payment applies when these duties are undertaken.

3. Physical and Environmental Factors

Working Environment: The post holder will predominantly work indoors and will generally be based at the same location.

Physical Coordination: Physical Coordination will be required mainly for computer use including Microsoft 365 applications such as Office and MS Teams, HR21, Freshservice, Achieve Forms and Pentana Risk Management.

4. Key Skills

Problem Solving: During the normal course of working the post holder will be expected to analyse complex information, problems or situations

Planning & Scheduling: The post holder will be required to forward schedule weeks in advance. The postholder plans service liaison meetings, requirements workshops, service reviews, business cases and project activities several weeks in advance, coordinating stakeholder availability, specialist ICT input and reporting deadlines. Longer-term planning includes ICT roadmaps and assisting with strategy and delivery plans.

Concentration: The post holder will require a focused level of concentration when analysing complex service requirements, preparing business cases, developing ICT plans, reviewing procurement and licensing information and drafting detailed reports .This would be for a lengthy period of time.

Most Challenging Part of the Role: The most work-related pressure will come from conflicting and/or simultaneous demands however, post holder can usually deal with the current demand.The principal challenge is maintaining a strong understanding of service priorities while balancing competing demand, limited resources, technical constraints and organisational risk. The post holder must identify practical options, influence senior stakeholders and promote consistent compliance with ICT policies and good practice.

There is a requirement to develop the remit of the role in line with the increasing strategic focus, and the changing nature of the ICT service.

The post holder is required to ensure the consistency of ICT across the Council so must ensure current knowledge and awareness of all ICT practice and projects.

5. Communication

Key Contacts & Communication Type: During the normal course of working the postholder is required to advise, guide or persuade. The post holder works with Chief Officers, service managers, business leads and Elected Members, influencing decisions and providing clear, trusted advice on ICT strategy, investment, risk and delivery. ICT colleagues and cross team working groups on ICT and service area projects. Developing opportunities for joint working with other Service area Business Partners.

In addition to immediate work colleagues, internal and external contacts will include other local authorities, suppliers, the Valuation Joint Board, HSCP, West Dunbartonshire Leisure Trust, government bodies, DWP, SOCITM, auditors and NHS partners.

Dealing with Relationships: The post holder does not generally come into contact with people who are disadvantaged, abusive, threatening or otherwise demanding in the course of normal working The degree of demand of these individuals is significant. The time involved with these service users will be more than 20%. The contact is mainly with employees and council partners.

6. Responsibility for Employees

None

7. Physical, Information and Financial Management

Financial Responsibility: The post holder will have responsibility for contributuing to setting and monitoring budget as part of the ICT extended management team. This will be tasks such as annual People & Technology spend plans and contributing to ICT strategy and investment.
Physical & Information: The post holder will have a primary responsibility for information and would be responsible for preparing, recording, updating and maintaining service ICT plans, business cases, requirements documentation, liaison records, project information and performance reports. This includes checking accuracy, maintaining version control and ensuring confidential or commercially sensitive information is stored, shared and retained in accordance with Council policies.

The post holder does not have a secondary responsiblity.

8. General

Disclosure: No
PVG membership: No / Regulated Type - None
Politically Restricted Post: No

9. Training

West Dunbartonshire Council operates Skills Passports for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's intranet page, Organisational Development & Change.

10. Revision of Role and Responsibilities

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

West Dunbartonshire COUNCIL

Candidate Profile

Essential	**Desirable**
Qualifications/Professional Membership	
Educated to degree level or holding an equivalent professional qualification in ICT, or a related discipline, or able to demonstrate equivalent relevant experience in ICT business partnering, business analysis or ICT service delivery.	Experience within Local Government SLA Management
Experience	
Experience of leading or coordinating ICT-enabled business change and service improvement, working with service managers and technical colleagues to deliver agreed outcomes.	Line management Budget Awareness
Experience of planning and facilitating stakeholder meetings, workshops and presentations to establish requirements, resolve issues and agree actions.	
Experience of developing or implementing ICT plans, strategies or policies that align technology with business priorities and service needs.	Experience of ICT procurement, supplier liaison, contract renewals or application lifecycle planning.
Experience of analysing business requirements and evaluating ICT options, taking account of costs, benefits, risks and operational requirements.	Experience of monitoring service standards. project benefits or improvement plans.
Experience of building effective relationships with stakeholders at different levels, including senior managers, and acting as a link between business services and ICT specialists.	
Experience of preparing business cases or investment proposals and supporting the prioritisation and delivery of ICT projects.	Experience of council election vote process

Knowledge and Skills	
Strong people skills and ability to challenge, support, influence, and engage managers and peers.	
Good presentation skills.	
Good written skills. Ability to prepare reports on complex issues and the confidence to present them.	
Ability to plan, manage and monitor workloads and project activities, balance competing priorities and meet agreed deadlines.	
Ability to research service needs, analyse business processes and performance information, and present evidence-based findings and recommendations.	
Ability to meet new situations with innovative responses taking in a range of considerations.	
Ability to establish credibility, confidence and trust with colleagues and customers.	