University of Nottingham
UK | CHINA | MALAYSIA

Role profile

Job title	Business Partner (Digital)	Job family and level	Administrative, Professional & Managerial Level 5
School/ Department	Digital & Technology Services	Location	Kings Meadow Campus / Hybrid

Purpose of Role

The Business Partner (IT) will play a fundamental relationship role with key stakeholders acorss the university, ensuring that decision-making is driven by sound understanding of the university's mission, strategy and priorities. You will manage key strategic relationships and be responsible for ensuring demand is suitably assessed and converted into requests for new services or changes to services aligned with the Digital Strategic Delivery Plan.

Reporting to the Senior Business Partner, you will ensure that roadmaps are maintained and aligned with architectural standards and will be the key point of contact for facilitating the use of DTS services. You will be expected to contribute updates to Governance Boards and provide feedback for dissemination and action, inputting into the overall continuous improvement of demand management processes across the global portfolio.

	Main Responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	**Lead the demand side of Digital & Technology Services (DTS) governance on behalf of the business:** ▪ Provide a clear point of contact and advocate within DTS for specified client areas ▪ Communicate high-level business requirements to DTS by working in partnership with the leaders of a group of Professional Service & Academic departments ▪ Advise and influence senior stakeholders, individually and as a leadership team to understand strategy, major initiatives and operations through a consistent approach and the delivery/alignment to roadmaps, ensuring that DTS are an integral part of the overall strategic planning process ▪ Adopt a proactive role in the diagnosis of key issues (using analytical data and benchmarks where appropriate)	50%

	▪ Develop and maintain an understanding of the international strategy and key operational issues, whilst advising university leaders on the risks and benefits of using technology to build competitive advantage and improve performance ▪ Anticipating university needs and identify and propose digital products and services to fulfil those needs	
2	**Act as a champion/translator to communicate DTS services and capabilities, promoting an understanding of digital processes and activities to the business**	20%
3	**Assume responsibility for working with UoN leaders and DTS Service Management to define digital performance metrics, and measures:** ▪ Track and report on benefits realisation and customer satisfaction levels by measuring and being able to demonstrate improvement in the quality of the services and client satisfaction (i.e. via usage of Net Promoter Score)	10%
4	**Assume responsibility for an agreed package of DTS services ensuring that:** ▪ Services are designed based on sound knowledge of user groups and their patterns of work, learning and research requirements across the university ▪ Service-level agreements (SLAs) are developed and vendors selected in accordance with agreed standards	10%
5	**Supporting Strategy:** ▪ Provide expert IT advice to the Associate Director of Partnering & Innovation and Senior Business Partner in order to support the DTS contribution to university strategy development in major governance groups ▪ Support strategic supplier relationships, particularly those relating to services that have substantially outsourced delivery models	10%
6	**Develop own skills and professional capabilities in line with the needs of the Partnering & Innovation team**	

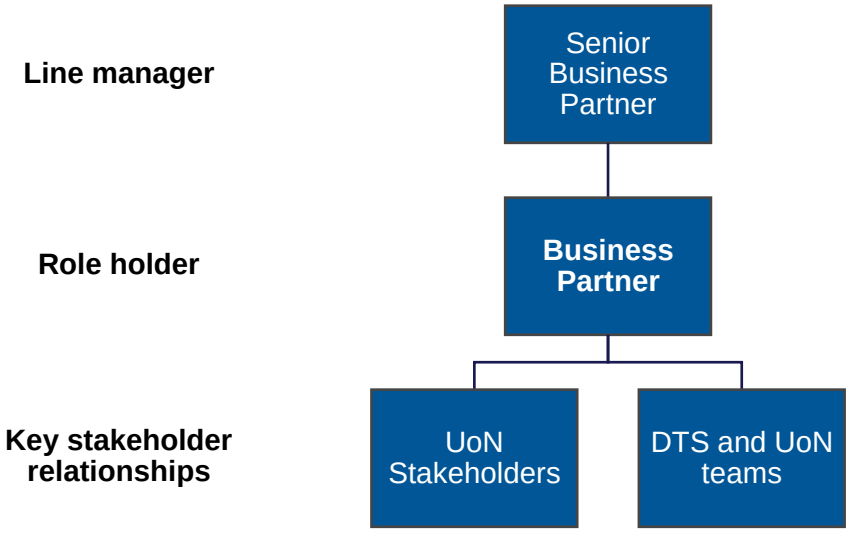
Person Specification

	Essential	Desirable
Skills	▪ Able to develop collaborative relationships with customers and stakeholders ▪ Ability to identify new opportunities, provide creative solutions and promote change ▪ Broad understanding of IT /digital architecture and infrastructure ▪ Exceptional ability to communicate and explain complex issues in a clear, concise, persuasive language both verbally and in writing ▪ Exceptional ability to influence others ▪ Empathetic and strong interpersonal skills ▪ Highly adaptable and flexible. Able to adjust quickly to new situations and changing priorities ▪ Ability to manage others through complex problem-solving challenges ▪ People management skills including the ability to resolve conflict ▪ Empathetic and with strong interpersonal skills ▪ Challenges the status quo, proactively offering constructive suggestions and acts as a 'critical friend' to the business ▪ Highly adaptable and flexible, able to adjust quickly to new situations and changing priorities	
Knowledge and experience	▪ Experience in strategic planning, business development or client management and working with senior leadership teams ▪ Successful track record of IT project delivery and execution ▪ Experience of change programmes involving business process and organisational change ▪ Experience of working in complex, matrixed IT functions ▪ Significant experience of Business Partnering and working effectively with senior leadership teams ▪ Successful track record of IT Strategy delivery/execution ▪ Experience working with external suppliers	▪ Familiar with the HE context/environment
Qualifications, certification and training (relevant to role)	▪ Educated to degree level or equivalent qualification with relevant experience ***or*** ▪ Proven track record of relevant extensive work experience, demonstrating expertise in Partnering	▪ BRM qualification ▪ Experience of ITSM disciplines, ie. ITIL4 ▪ BA qualification

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and Behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
Taking ownership	Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
Forward thinking	Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
Professional pride	Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
Always inclusive	Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key Relationships with others