

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> IT Business Partner – Fixed term	<b>Grade:</b> PO5-PO6
<b>Section:</b> IT Consultancy	<b>Directorate:</b> Change & Innovation
<b>Responsible to following manager:</b> IT Business Partner Manager	<b>Responsible for following staff:</b> None
<b>Post Number/s:</b>	<b>Last review date:</b> Aug 2025

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

## Job Purpose

The purpose of this role is to oversee the delivery of a Directorate's IT-enabled business change objectives, ensuring they are integrated into the overall IT Better Service Partnership work programme.

The role involves contributing expertise in areas such as business analysis, feasibility studies, business process re-engineering, procurement, project management, IT infrastructure design, enterprise and tactical business applications implementation, programme management, and technology strategy development.

Additionally, the role includes conducting options appraisals and feasibility studies for new technology investments, assisting with producing business cases and recommendations, attending board meetings, and collaborating with senior departmental managers to discuss IT requirements and progress on key initiatives.

## Specific Duties and Responsibilities

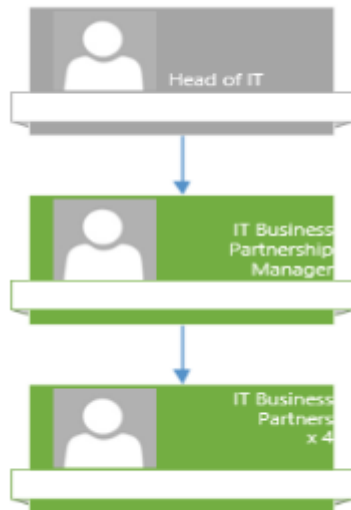
- Oversee the delivery of the Directorate's IT-enabled business change objectives and ensure that these are incorporated into the overall IT SSA work programme, contributing key input and experience from (but not necessarily limited to) the following specialisms: -
  - Business Analysis.
  - Options Appraisals / Feasibility Studies.
  - Business Process Re-engineering.
  - Procurement.
  - Project Management.
  - IT Infrastructure Design.
  - Enterprise and Tactical Business Applications Implementation.
  - Programme Management; and
  - IS/IT Strategy Development
- Carry out departmental and corporate options appraisals / feasibility studies to determine the viability of new IT investment proposals - to include business and systems analysis, development of formal business cases and outcome-based requirements and recommendations on the most appropriate way forward. Produce or assist in the production of Board Papers and Committee Reports and to attend such meetings as required.
- Meet regularly with senior departmental managers to discuss IT requirements; progress on key IT initiatives affecting the department; the overall effectiveness of the SSA IT Service; and the development / monitoring of IT Service Level Agreements (where required).
- Advise on project / programme benefits tracking mechanisms to enable departmental managers realise the benefits cited in business cases.

- Develop Directorate-level Information Systems Strategies where required and assist in the development of the Corporate IT Strategy.
- Work closely with the Project and Programme Office - particularly on project / programme start-up and initiation activities - to ensure clear and consistent understanding of business change objectives and requirements.
- Liaise with other sections within the SSA IT service to ensure that IT service provision remains business-relevant, fit-for-purpose, future-proof and that any capacity implications of approved new solutions are incorporated into overall IT service provisioning.
- Lead or assist on the procurement of IT solutions, working closely with the Council's Procurement Section; produce, and offer guidance on, requirement specifications and participate in dialogue with potential and current suppliers, as and when needed.
- Maintain up-to-date IT market-intelligence and knowledge of current and emerging IT developments and associated business best practices, assessing their applicability to the Council.
- Manage actual projects occasionally where capacity exists.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

## Team structure



## Person Specification

<b>Job Title:</b> IT Business Partner – Fixed term	<b>Grade:</b> PO5-PO6
<b>Section:</b> IT Consultancy	<b>Directorate:</b> Change & Innovation
<b>Responsible to following manager:</b> IT Business Partner Manager	<b>Responsible for following staff:</b> None
<b>Post Number/s:</b>	<b>Last review date:</b> Aug 2025

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Demonstrable up-to-date specialist knowledge in at least four of the following key areas: - Business Analysis; Options Appraisals; Business Process Re-engineering; Procurement; Project Management; IT Infrastructure Design; Enterprise and Tactical Business Applications Implementation; Programme Management; IS/IT Strategy Development.	E		I
Knowledge of the business change life cycle and typical challenges / issues associated	E		A/I

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
with the delivery of strategic and tactical IT-enabled business change.			
Awareness of Corporate, Industry and Professional Standards associated with IT and business change.	<b>E</b>		<b>A</b>
Broad knowledge of IT topics / good all-round IT literacy.	<b>E</b>		<b>A/I</b>
Experience	Essential	Desirable	Assessed
Demonstrable recent experience across at least four of the following key areas: - Business Analysis; Options Appraisals; Business Process Re-engineering; Procurement; Project Management; IT Infrastructure Design; Enterprise and Tactical Business Applications Implementation; Programme Management; IS/IT Strategy Development.	<b>E</b>		<b>A/I</b>
Demonstrable track-record of significant contribution to IT-led Business Transformation and meeting challenging timescales.	<b>E</b>		<b>A/I</b>
Senior managerial experience in operational and project/programme contexts.		<b>D</b>	<b>A/I</b>
Participation in appropriate business system focus groups and forums.	<b>E</b>		<b>A/I</b>
Facilitating workshops / group discussion and reaching a consensus on the way forward.		<b>D</b>	<b>A/I</b>
Presenting strategic and tactical IT and business issues to senior business audiences.		<b>D</b>	<b>A/I</b>
Skills	Essential	Desirable	Assessed
Strategic analysis / planning skills.	<b>E</b>		<b>A/I</b>
Strong customer service ethos.	<b>E</b>		<b>A/I</b>
Ability to produce and advise others in the production of compelling business cases and requirement specifications.	<b>E</b>		<b>A/I</b>

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Gravitas to deal constructively and expediently with conflict and to reach mutually agreeable resolutions.	E		A/I
Ability to deviate from prescriptive mandates for pragmatic reasons.	E		A/I
Being sensitive to organisational cultures, subcultures, hierarchies, and politics - and shaping approach accordingly.	E		A/I
Ability to rapidly absorb and analyse written and verbal information, draw out key messages / conclusions and make appropriate recommendations	E		A/I
Presentation and influencing skills and ability to communicate effectively – both verbally and in writing.	E		A/I
People skills to develop and maintain effective working relationships with immediate colleagues, the wider business and third parties.	E		A/I
Use of leading business analysis and change tools such as: - Microsoft Office 365 Including Team, SharePoint, Project and Visio	E		A/I
Qualifications	Essential	Desirable	Assessed
Educated to degree level or other evidence of intellectual ability of a high order.	E		C
Prince2 Practitioner or other accredited project management qualification.		D	C
'Managing Successful Programmes' (MSP) Practitioner qualification.		D	C
ITIL Foundation qualification.		D	C
Business Change, Analysis, Process Mapping and Re-engineering accreditations.		D	C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**