



NORTHAMPTONSHIRE POLICE

JOB DESCRIPTION

JOB TITLE:	Business Relationship Officer
SCALE:	SO1
SUPERVISION AND CONTROL:	Business Relationship Manager
PLACE OF WORK:	Hybrid - Darby House / home working
HOURS OF WORK:	37

PURPOSE OF THE JOB: To act as an ambassador for the Digital and Technology Department. Liaise between smaller / less complex business and customer group(s) within the department to understand the operational and developmental needs of the business. Systematic identification, analysis, management, monitoring and improvement of stakeholder relationships in order to target and improve mutually beneficial outcomes. The Business Relationship Officer is responsible for understanding the business, assisting in the prioritisation of projects, ensuring that they align with the technology that provides maximum RoI and directing IT strategy in support of the overall business strategy.

MAIN RESPONSIBILITIES:

1. Support Business Relationship Manager in developing trusted relationships with new and existing stakeholders.
2. Act as an ambassador to smaller or less complex technology areas.
3. Understand stakeholder needs to better support them, represent them and deliver the products and services they require and in a timely manner.
4. Diligently action monitoring reports in line with Policies and Procedures to ensure early identification and control of risk exposures and effective management of products and services.
5. Ensure customers priorities for new or changed products and services - in alignment with desired business outcomes, are effectively established and articulated.
6. Ensure conflicting stakeholder requirements are mediated appropriately.
7. Handle stakeholders' complaints and escalations well through a sympathetic (yet formal) process.
8. Investigate and problem solve any areas.
9. Track customer and technology trends that could impact customer perception and service provision.
10. Ensure regular and accurate communication to stakeholders, managing expectations.
11. Manage stakeholder relationships, establishing and maintaining relationships with third parties / vendors as appropriate.
12. Review experiences and learning from current and previous initiatives, informing future decision making at the earliest opportunity.
13. Coordinate information to ensure all relevant parties internal/external are involved and aware.
14. Ensure monthly KPI reports are provided to the business on IT service and project statuses.
15. Act as a point of escalation and communication on current business priorities, taking ownership of problems and proactively working to resolve technical problems, taking

accountability for actions taken, decisions made and ensure timely communications of progress.

16. Understand the IT project pipeline and be able to accurately communicate the priorities.
17. Support the business through any change management activity.
18. Ensure that IT services are meeting the needs of the business.
19. Recommend opportunities for service and business improvement. Feed into analysis and identify, prioritise and implement improvements and efficiencies, ensuring that the organisation derives maximum value from services.
20. Assist in managing the relationship with 3rd party suppliers to ensure that the business is receiving the best possible service.

NOTE:

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working and major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

CONDITIONS OF SERVICE:

The appointment will be full time and subject to the conditions of service of the Police Staff Council.

The annual leave entitlement is 24 days with a further 5 days after 5 years continuous service.

PERSON SPECIFICATION

BUSINESS RELATIONSHIP OFFICER

ESSENTIAL CRITERIA

Relationship Management: SFIA Level 4

- You can show you know how to implement stakeholder engagement / communications plans.
- You can show you know how to deal with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.
- You can demonstrate collecting and using feedback from customers and stakeholders to help measure the effectiveness of stakeholder management and you can help develop and enhance customer and stakeholder relationships at an operational level.

Business Analysis: SFIA Level 3

- You can demonstrate you are able to investigate operational needs, problems and opportunities.
- You can show you can contribute to the recommendation of improvements of new or changed processes.
- You can demonstrate that you are able to assist in defining acceptance tests for these recommendations.

Consultancy: SFIA Level 5

- You can show that you are able to take responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution.
- You can demonstrate you can identify, evaluate and recommend options, implementing them if required.
- You can show you can collaborate with, and facilitate stakeholder groups, as part of formal or informal agreements.
- You can evidence you seek to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.

Ownership and Initiative: DDaT Level Expert

- You can show you are able to take ownership of problems and take a lead role in proactively resolving issues.
- You can show you know how to take full accountability for actions taken and decisions made.

User Focus: DDaT Level Working

- You can show you understand users and can identify who they are and what their needs are, based on evidence. You can engage in meaningful interactions and relationships with users. You put users first and can manage competing priorities. You can propose pragmatic solutions that balance user experience, security and assurance needs.

Service Improvement / Service Level Management: SFIA Level 5

- You can show you can monitor current processes and identify optimisation opportunities.
- You can show you are able to ensure that service delivery meets agreed service levels and if not take remedial action.
- You can demonstrate you are comfortable initiating actions to maintain or improve levels of service and regularly review them for effectiveness and efficiency.

Technical Understanding: DDaT Level Working

- You can show you understand core technical concepts related to the role and can apply them with guidance

DESIRABLE CRITERIA

1. You will have demonstrable experience of carrying out a similar role in a technology environment in a law enforcement or criminal justice context.
2. You will have experience in an environment that routinely handles sensitive data while demonstrating an understanding of the principles of assessing risk of harm or equivalent qualitative analytical methods.
3. Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
4. Financial Management
5. Level 3 Service Management Framework qualification and knowledge of product lifecycle and / or capability elements of ITIL (Information Technology Infrastructure Library)

