



Title	IM&T Business Partner
Classification/ Grade/ Band	3/2
Group/ Unit/ Section	Information Management & Technology / Chief Technology Officer / Business Support Services
Reports to	Section Manager Business Support Services

Vision

A vibrant and sustainable Central Coast.

Purpose

To provide valuable services that strengthen and supports the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

The IM&T Business Partner is the strategic interface between Council's technology team and the business. The core focus of the role is to build and maintain the strategic relationship between the directorates of Council and IM+T.

This role provides strategic advice and guidance to Executive and Senior level staff to maximise the use and benefits of data, information and technology. It also communicates and engages with the organisation at all levels building confidence in IM+T as a trusted partner and business enabler.

Key Duties and Responsibilities

- Provide ongoing strategic advice to support organisational partners with long term planning, strategic priorities and setting objectives;
- Negotiate, influence and shape discussions and outcomes with partners and stakeholders;
- Manage expectations of partners and stakeholders;
- Operating as a valued member of their partners' teams, sharing accountability for their results;

- Communicates with all levels of the organisation to build and foster strong partnerships and organisational awareness;
- Understand and maintain knowledge of key business plans and drivers to identify potential opportunities to increase the utilisation of systems;
- Identify, influence and integrate business plans and roadmaps and their inclusion into IM+T strategic and operational planning activities;
- Provide assistance in the business plan and budget process to ensure economies of scale are leveraged;
- Facilitate new capability/ idea requests and their submission through the IT Governance process;
- Advocate the needs of the customer and potential impact to them when contributing to the IT Governance processes for assessing new capability/ idea requests;
- Measure and communicate the business value that is delivered – through existing and new services and delivery of new capabilities/ ideas;
- Drive innovative use of data, information and technology;
- Taking a leading role in business process analysis to identify improvement opportunities through the use of data, information and technology;
- Coordinate the participation of other IT or systems subject matter experts and vendor resources to achieve the required business outcome;
- Work with the other Business Partners to identify opportunities, synergies and gaps across Partner Portfolios;
- Seek out and recommend repeatable and user centric solutions that enhance customer experiences. Ensure solutions meet the needs of the customer, with the customer problem and need being at the heart of each interaction.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Business Partner is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the Unit;
- The work of the Business Partner influences the external environment by ensuring services are consistent with Council standards;
- The Business Partner complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employees acts or omissions;



- The Business Partner identifies requirements as an input to budget development;
- Looks for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Give frank and honest feedback/advice and seek to listen and understand when ideas are challenged;
- Represent the organization honestly, ethically and professionally and encourage other to do so;
- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
- Support initiatives that create an environment where diversity is valued.

Interpersonal Skills

- Write fluently in a range of styles and formats and tailor communication to the audience;
- Identify customer needs, understand customer perspectives and implement responsive solutions;
- Build cooperation and overcome barriers to information sharing and communication across teams/units;
- Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

Business Enablers and Technical Skills

- Provide guidance, coaching and engage staff in change process and recognize cultural barriers that challenge change;
- Use expertise and seek others assistance to achieve work outcomes;
- Ensure current work plans and activities support and are consistent with organizational change initiatives;
- Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
- Ensure that actions of self and others are focused on achieving organisational outcomes;
- Take account of financial implications and return on investment when planning financial transaction;
- Support compliance with records; information and knowledge management requirements of the organisation;



- Be aware of procurement and contract management risks and actions to mitigate these;
- Evaluate progress and identify improvements for future projects.

Team Work

- Ensure team objectives achieve business outcomes that align with organizational policies;
- Plan and monitor resource allocation effectively to achieve team objectives.

QUALIFICATIONS

Essential

- Degree Qualifications in computer science, information technology, business management, engineering or a related field, or appropriate business experience or equivalent industry experience;
- Current Class C Drivers licence.

Desirable

- Business Relationship Management Professional (BRMP) certification
- Certified BA Practitioner (CBAP)

EXPERIENCE

Essential

- Extensive experience working in a medium to large organisation that delivers to a diverse range of stakeholders;
- Proven experience establishing and maintaining relationships and working with Executive and Senior Managers;
- Ability to quickly develop knowledge of the nominated stakeholder group and build positive relationships, both vertically and horizontally;
- Strong Business Analysis/ requirement gathering skills with the ability to elicit and understand the true problem;
- Strong communication skills with the ability to work with customers and colleagues to manage expectations, outcomes and general communications in a non-technical, easy to understand manner;
- Demonstrated ability to apply a Design Thinking approach to problem solving and the delivery of customer centric solutions/ options.



Key Relationships

Internal	External
CEO	Commercial/industrial/development representatives
ELT/ Unit Managers	Community Organisations
Section Managers/ Team Leaders	Professional/ Industry associations
Other Council Employees (not including direct reports)	Consultants, Solicitors and other professionals

