|  |  |
| --- | --- |
| **Title** | IMT Business Partner |
| **Classification/ Grade/ Band** | Band 3 Level 3 |
| **Group/ Unit/ Section** | Corporate Affairs / Information & Technology / IT Projects & Solutions |
| **Reports to** | IT Governance Lead |

**Vision**

A vibrant organisation doing great things.

**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, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

**Primary Role Statement**

The I&T Business Partner communicates and engages with the organisation at all levels building confidence in I&T as a trusted partner and business enabler. he core focus of the role is to oversee the end to end ideation process, ensuring new business initiatives align to strategic direction and adhere to benefit realisation.

**Key Duties and Responsibilities**

* Negotiate, influence and shape discussions and outcomes with business stakeholders;
* Manage expectations of business stakeholders;
* Operating as a valued member of the IT Governance team,
* Communicates with all levels of the organisation to build and foster strong partnerships and organisational awareness;
* 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;
* 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;
* The Business Partner may be required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required
* Decisions affect the work and activities of others within the Unit;
* The work of the I&T Business Partner influences the external environment by ensuring services are consistent with Council standards;
* The Business Partner is involved in the development and maintenance of appropriate safety or other standards, or provides instruction and/or training concerning such 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 I&T 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 Senior Management;
* 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 |