



Job Description

Service:	3C ICT/Digital
Job title:	ICT Digital Business Partner
Grade:	H
Hours of work:	37
Responsible to:	Chief Digital Information Officer (CDIO)
Responsible for:	
Direct reports:	0
Indirect reports:	0
Budget:	£0

Purpose of Post:

The role of the ICT Digital Business Partner will be responsible for fostering a culture of innovation and curiosity across Partner Councils, focusing on digitalisation and data-led decision-making through professional advice.

This advice may challenge current thinking and prompt reflection on activities across the wider Local Government landscape, as well as supplier capabilities being deployed elsewhere. Advisory to Learning and Development colleagues and Service Managers regarding upskilling colleagues.

Advice may cover all aspects of the IT/Digital service and service level management, i.e. how the 3C ICT service operates and the current service issues/remediations in place. Advice will also cover innovation, explaining how to utilise IT/Digital technologies (existing or new) that can resolve service issues or create service delivery improvements or efficiency savings. Often advice will be on topics where existing knowledge/guidance is not available, and may require innovative thinking, vendor research and liaison with peer Councils.

Ultimately, the role will be driving the adoption of new Digital methodologies and technologies to meet Corporate Strategic objectives, reduce costs, increase efficiencies and enhance service delivery to internal and external customers.

To act as an ambassador for the ICT/Digital service within the partner councils, where early support is required, or where it is not clear on which channel to use to communicate with the ICT/Digital service.

To ensure the internal 3C ICT/Digital service is operating to, or has the correct plans to achieve, the 3C Digital Vision Statement.

Core Responsibilities

- To provide guidance and advice to service managers, partners and Council Members and Officers in relation to the role-specific accountabilities as set out below.
- To provide effective matrix-style leadership and an enabling culture to support meeting the challenges of the Council's ambitions for the services under your control.
- To maintain an up-to-date and comprehensive understanding of issues across the services under your control, including Government policy, legislative compliance and good practice, interpreting and disseminating a Huntingdonshire response

Key Deliverables:

Professional Advice

The role of the ICT Digital Business Partner is to provide high-quality ICT and Digital advice and guidance to senior management and service managers, whether this be in relation to developing service plans, defining projects, assessing potential solutions or identifying service improvements with existing IT/Digital solutions.

The role will assist managers in understanding the “why” as well as the “what” of a digital approach and provide support in developing a Digital Transformation mindset. Able to negotiate and influence colleagues who may not wish to follow the presented advice.

To provide ad-hoc support and guidance to partner council service areas in relation to technology and digital-enabled change projects during the “ideation” phase before they become formal projects. To challenge current thinking and ensure alignment with wider digital objectives and strategies.

To understand the service area and partner council ambitions and objectives and assist in determining the technology and digital capabilities needed to meet these needs.

To evaluate the needs/ambitions of the customer and align these to existing solutions, utilisation of Microsoft E5/M365 capabilities or new solutions and advise accordingly.

Where appropriate, demonstrate how M365 capabilities can be utilised to solve a business problem within a service area

Advise on the use cases and constraints to the adoption of key technologies to include Generative and Agentive AI

Solution Review

The role will be key in ensuring that service area activities are in line with the Digital, Data and Technology strategies, IT Roadmaps and Architecture Principles, which are in place, ensuring appropriate Information Management, Cyber Security, Financial and Strategic alignment, ensuring the Partner Councils remain ‘safe and legal’.

Digital Champions Network

The rejuvenation of the Digital Champions network will be a key aspect of the role, developing colleagues within service areas to be able to self-identify improvements and opportunities utilising IT and Digital. The role will be responsible for developing the relationships and ensuring that Digital Champions have the appropriate skills and knowledge.

Innovation Forums

The role will develop the Innovation Forums, bringing Members, Senior Leadership, Service Managers, Digital Champions and external vendors and peer authorities together to develop an understanding of the capabilities and opportunities across the local government landscape, and help determine which initiatives should be investigated further.

To enable a culture of innovation and curiosity by attending events, liaising with partner networks and establishing vendor relationships to be able to advise on activities being undertaken across the wider local government sector.

Service Escalation

To act as an escalation point regarding the wider ICT/Digital service, which can then be relayed to the appropriate member of the ICT/Digital senior leadership team.

Upskilling

Understand where additional support, training or mentoring is needed within the partner councils to overcome challenges and blockers to success.

Senior Leadership/Chief Executives

This role will regularly communicate with the 3C Shared Service Directors and other Council Leadership positions about operational IT matters, directly or on behalf of the CDIO

To actively promote the Council's ambitions for the services, and to work with relevant regional and national agencies, the Combined Authority, internal and external partners, and other strategic and funding agencies to secure resources that facilitate delivery and maximise investment.

To develop and maintain strategic relationships and alliances across a range of key partners.

Service Managers (Heads of Service)

The role will have regular contact with Service Area managers, advising them of operational performance/issues and supporting any initiatives to improve service delivery.

The postholder will be available as a specialist to support senior management, including providing a tactical response, during incidents and emergencies during working hours and work flexibly in the event of an out-of-hours incident.

Other Responsibilities

To perform any other duties imposed by law, or which the Council may reasonably require.

Knowledge and Qualifications

The minimum knowledge required to undertake this role and any qualifications or training essential for the role

(E) Essential

(D) Desirable

(E) A degree in a technology-related discipline or significant demonstrable experience in a similar role.


(E) Qualifications within at least one technical discipline such as Service Delivery (e.g. ITIL), Enterprise Architecture (e.g. TOGAF), Change Delivery (e.g. APM, PRINCE), Business Analysis and/or Information Assurance

(E) Knowledge of approaches to Change Management, Digital Transformation or utilisation of Microsoft Tools

(E) Knowledge of an IT Service Management Methodology, its purpose and benefits, and why it should be adopted

	<p>(E) Good knowledge of Information Assurance and Information Security principles and policies</p> <p>(E) Knowledge of Change Methodologies (Agile and Waterfall), Change Management and Benefits Realisation.</p>
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>(D) Working within a public sector organisation, or similar organisation with a social remit/not-for-profit</p>
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Ability to lead, inspire and motivate a range of employees (E)</p> <p>Ability to negotiate & influence at a high level (E)</p> <p>Ability to analyse, interpret and address complex issues (E)</p> <p>Proven experience of business partnering in a local government setting (D)</p> <p>Ability to self-motivate (E)</p> <p>Confidence to work effectively at all levels of the organisation (E).</p> <p>Ability to work individually and as part of a team (E)</p> <p>Effective time management (E)</p> <p>Good communication skills (E)</p> <p>To work effectively with managers and staff, able to deploy persuasive and influencing skills (E)</p>

<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>Decision Impacts</p> <p>Decisions made by the postholder could have a negative impact on the reputation of the IT/Digital Service.</p> <p>Poor advice could cause service improvement delays across the partner councils and may have a financial impact.</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>90% Internal, 10% External</p> <p>The postholder may liaise with colleagues across all partner organisations, and at all levels including;</p> <ul style="list-style-type: none"> • Digital Leads • PMO/Transformation Leads • Members • Directors • Heads of Service <p>The postholder will liaise with external organisations, including;</p> <ul style="list-style-type: none"> • Existing Vendors/Suppliers • Potential suppliers • Peer Local Authorities

<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Gravitas / Negotiation</p> <p>(E) The postholder must project confidence and knowledge with the stakeholder groups, and ensure agreement to complex subject matters with senior officers who may not fully understand the technologies or consequences of decisions</p> <p>Challenging/Curious</p> <p>(E) The post holder will seek to challenge existing thinking and perceptions and be able to ask relevant and searching questions, often within technical subject areas, with subject matter experts, in which the postholder does not have extensive personal experience</p> <p>Self-Reflection</p> <p>(E) The postholder will seek to gain understanding of how others perceive the actions and culture of them, and their services, and implement improvement activities, or seek mentoring to support their development</p>
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p>

	<p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.