

**JOB DESCRIPTION**

**Post: IT Business Partner**

**Division: Operations**

**Responsible to: IT Operations Manager**

**Location: Home Based**

**Hours of work: 37.5 hours per week**

**Post Holder: -**

**Liaison with:** Operation Team, Principals, Academy SLTs, HR, Governance and Education Teams, AET Operations Manager, Data Protection Officer, E-Learning Manager, External Suppliers and Outside Agencies

**Overall Responsibilities:**

The IT Business Partner (ITBP) has the overall responsibility to serve as the strategic and operational interface with Special\Primary academies and School Support Services functional areas for the purpose of business and educational technology strategy development, solution discovery, service management, risk management and relationship management. The ITBP serves as the business relationship link between Special\Primary academies and IT within the School Support Services Team and will act as an advocate, innovator and influencer within the academies on behalf of the Central IT Team.

The ITBP proactively serves as a “trusted advisor,” and is the primary IT point of contact for the Special and Primary academies. They operate as the key business contact representing IT in promoting IT services and capabilities. The ITBP provides support in delivering technology products that meet the needs of the Trust.

**Main Duties:**

1. **Business Partnership**
* **Act as a Relationship Manager**
	+ Build strong, collaborative relationships with business clients
	+ Build strong, collaborative relationships with IT service owners
	+ Track client satisfaction with services provided
	+ Continuously improve, based on feedback from clients
* **Communicate With Business Stakeholders**
	+ Ensure that effective communication occurs related to service delivery and project delivery (e.g. planned downtime, changes, open tickets)
	+ Manage expectations of multiple business stakeholders
	+ Provide a clear point of contact within IT for each academy
	+ Act as a bridge between IT and the business
1. **Service Delivery**

Service delivery breaks out into three activities: service status, changes, and service desk tickets

* Understand at a high level the IT services and technologies in use (Service Catalogue)
* Work with academies to plan and make sure they understand the relevance and impact of IT changes to their operations
* Define, agree to, and report on key service metrics for IT services to academies
* Act as an escalation point for major issues with any aspect of IT service delivery.
* Work with service owners to develop and monitor service improvement plans
1. **Project Delivery**
* Ensure that the project teams provide regular reports regarding project status, issues, and changes.
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* Ensure that the project teams provide key project metrics on a regular basis to all relevant stakeholders
1. **Knowledge of the Academies\Trust**
* Understand the main business and educational activities for each academy.
* Understand which IT services are required to complete each activity.
* Understand business processes and associated business activities for each function within an academy (and School Support Services)
1. **Advocate for the Academies**
* Act as an advocate for the academy– be invested in the success of the academy
* Understand the strategies and plans of the academies and help develop an IT strategic plan/roadmap that maps to Trust strategies.
* Help the Trust and academies understand project governance processes
* Help academies to develop proposals and advance them through the project intake and assessment process
1. **Influence Business and IT Stakeholders**
* Influence business and IT stakeholders at multiple levels of the Trust in order to help clients achieve their business objectives.
* Leverage existing relationships to convince decision makers to move forward with business and IT initiatives that will benefit the department and the organisation as a whole.
* Understand and solve issues and challenges such as differing agendas, political considerations, and resistance to change
1. **Knowledge of the Sector**
* Understand the MAT sector– trends, competition, future direction
* Leverage what others are doing to bring innovative ideas to the organisation.
* Understand what academies expect with regards to IT services and bring this intelligence to the SLT, senior managers and decision makers.
1. **Value Creator**
* Understand how services currently offered by IT can be put to best use and create value for the Trust.
* Work collaboratively with academies to define and prioritise technology initiatives (new or enhanced services) that will bring the most benefit.
* Lead initiatives that help the business achieve or exceed business goals and objectives.
* Lead initiatives that create educational value (academic performance, quality of teaching across academies,level of student enjoyment evidenced by student voice) for the Trust
* Ensure that the IT services offered reduce the teaching workload
1. **Innovator**
* Lead technology initiatives that result in new and better ways of teaching.
* Identify opportunities for using IT in new and innovative ways to bring value to the classroom and improve the pedagogical delivery.
* Leverage knowledge of the academies and the Trust, knowledge of the MAT sector, and knowledge of leading edge technological solutions to transform the way we operate and provide IT services to our academies.

This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.

**Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post.  It will be reviewed regularly and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the Academy at the reasonable discretion of the Principal/Head of Education.
5. This job description does not form part of the contract of employment.  It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
6. Postholder may deal with sensitive material and should maintain confidentiality in all Academy related matters.

Academies Enterprise Trust

**Person Specification**

**Job Title:** IT Business Partner

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Formal business degree or several years of work experience in a relevant business or technology discipline
* A service manager or IT Business Partner who has worked in a business-facing IT organisation with demonstrated experience in partnering with business stakeholders
* ITIL Service Management Foundation Level
 | * ITIL Service Management Expert
* Prince 2 Project Management
* BCS Business Analysis Foundation Level
* Basic financial training
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| **Knowledge/Experience** | * Significant experience working in a large, complex, and customer-focused service delivery environment, in support of business strategy
* Experience facilitating change management involving business processes and organisational change
* Demonstrated knowledge of strategic use of technology to optimise business objectives
* Understand and able to communicate core concepts and lifecycle of IT lines of service (e.g. hardware, software, security, project management)
* Understand and able to communicate complex business requirements to the technology teams vendors
* Understand and able to communicate technology fundamentals to business teams
* Proven experience facilitating identification of creative solutions
* Proven experience conducting business analysis and soliciting, understanding, and verifying business requirements
 | * Experience of working in education
* Demonstrated knowledge of core business processes and operations of Multi Academy Trusts.
* Understand and able to communicate technology fundamentals to business teams
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| **Skills/Abilities** | * Able to communicate at all levels of the organisation, delivering the required message to the appropriate stakeholder group.
* Able to work with senior stakeholders within academies to influence the status quo.
* Offers constructive suggestions and acts as a trusted advisor to the academies
* Highly motivated and self-directed; able to effectively prioritize and execute while under pressure
* Skilled at working within a team-oriented, collaborative environment.
* Strong customer service orientation
* Empathetic and with strong interpersonal skills; able to influence, negotiate and resolve conflict
* Proven ability to communicate and explain complex issues in clear, concise, persuasive language both verbally and in writing
* Highly adaptable and flexible; able to adjust quickly to new situations and changing priorities
* Able to offer creative, innovative, and strategic solutions to business challenges
* Facilitate and influence end to end engagement to achieve desired business outcomes
 | * Liaise with educational colleagues initiatives that create educational value (academic performance, quality of teaching across academies,level of student enjoyment evidenced by student voice) for the Trust
* Liaise with educational colleagues technology initiatives that result in new and better ways of teaching.
* Working with educational colleagues to identify opportunities for using IT in new and innovative ways to bring value to the classroom and improve the pedagogical delivery.
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| **Special Requirements** | Travel between AET Academies within the UKRight to work in the UK | UK Driving Licence is desirable |