



## **THE ROLE**

### **ICT Business Partner**

**Department:** ICT  
**Role Code:** ~~XXXXXXXX~~  
**Grade/Role:** 9  
**Responsible to:** ICT Relationship Manager  
**Responsible for:** No line management responsibility  
**Date Issued or Revised:** [ ]

#### **Job Purpose:**

To protect and save life, property and the environment by providing strategic, value-added support to ECFRS senior managers and their teams in the achievement of their service aims through the use of Information and Communications Technology.

#### **Main Duties and Responsibilities:**

1. Work autonomously with Heads of Department and service managers to improve ways of working and deliver optimal outcomes with technology, in line with ECFRS's strategic direction for ICT; providing and facilitating professional advice, technical business analysis and assistance in the delivery of ICT activities.
2. Accountable to the ICT Relationship Manager for influencing Directors, Assistant Directors and Heads of Department to embrace positive working practices and behaviour change by adopting modern ICT. Coach and work alongside managers to suggest, develop and implement innovative solutions to meet specific ICT and service needs.
3. Manage and maintain a roadmap of required and aspirational ICT activity gathered from all business areas to enable effective short and long term planning, including managing demand.
4. Lead on business communications, including translating technical vocabulary and knowledge into clear business language to aid understanding and user education.
5. Responsible for advising service managers during the creation of business plans across the Service to feed into evolving ICT strategy and programmes.

## Role Profile

Specifically promote the alignment of ICT change to the achievement of organisational goals: prevent, protect and respond.

6. Responsible for building and managing relationships with key stakeholders, other Fire and Rescue Services and partner organisations, to identify ICT opportunities and improve our ability to implement the ICT strategy. Proactively work across services and organisations where this achieves the best outcomes.
7. Manage liaison and communication between ICT, services (as our customers) and suppliers to ensure clear understanding and optimal outcomes. Work with all levels of ICT support services to control change and manage problems by collating and sharing customer issues and service requests.
8. Collaborate with the ICT Relationship Manager, Head of ICT, other members of the ICT management team and other postholders in the Business Partner role to maintain a clear view of ICT requirements and aspirations across the organisation, and monitor progress on delivery of these to time/cost/quality/strategic fit.
9. Advocate the improvement of digital skills and support the improvement of the workforce's digital capability. Alongside this, ensure ECFRS ICT policies and procedures are implemented and understood across all services.
10. Responsible for facilitating business analysis, measuring efficiency and effectiveness and technical assurance for ICT processes and projects, confirming technology solutions fit with strategic and organisational expectation.
11. Participate actively in programme and transformation activities, following established governance and control. Manage or contribute to projects and work packages as required.
12. Develop personally and collaborate effectively to improve team performance, focusing on solutions and successful outcomes.
13. Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.
14. Any other duties commensurate with the responsibilities and grading of the post.