



Business Relationship Manager

Grade: PO4

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Strategic Relationship Lead

Deputises for manager

Direct reports: none

Budgets: not a budget holder



London Borough
of Hounslow

Your role

You will be an active member of the Digital and IT team, with specific responsibilities within the strategic relationship area, which helps ensure that the services and projects delivered meet our users' needs.

Your contribution will have an impact upon the practical implementation of the #1Hounslow transformation programme and the delivery of the Digital Strategy.

You are a Digital and IT ambassador, actively involved with embracing and leading change. You are outcome-focused and put Hounslow residents at the very heart of everything we do and every decision we take. You will live and breathe our values and behaviours.

You will go beyond your professional discipline and work across boundaries, within the organisation and beyond.

What you'll do

- Work as part of a team that manages the relationship between Digital and IT and council services and partners.
- Act as a trusted advisor and the main point of liaison between service areas and Digital and IT, ensuring that our services and the projects planned and delivered meet the user need and service requirements, driving high levels of customer satisfaction.
- Propose solutions and approaches in line with the digital strategy and use a deep understanding of the needs of both users and services areas to influence the delivery roadmap and portfolio of projects.
- Help to shape solutions that optimise existing systems or that explore the use of new technologies, offering opportunities for digital to transform the lives of our communities.
- Create and contribute to business cases for new solutions.
- Participate in the full lifecycle of project delivery, supporting both the service areas and the project manager.
- Engage with new and innovative approaches, including service design, prototyping and agile, helping service areas to participate and fully own and commit to the resulting solution.
- Support the rollout of new or changed technology, helping service areas to understand, adopt and make full use of it.

What you'll do (continued)

- Contribute to the successful transition of new or changed solutions into service, ensuring that roles and responsibilities are agreed between service areas and Digital and IT.
- Work with service areas to understand their changing requirements and potential challenges, identifying creative ways of helping which may include system changes or configuration amendments, user training or improvements to processes and procedures.
- Stay current with applications' roadmaps and proactively identify new features and developments that may benefit the business.
- Understand the service that Digital and IT delivers, taking part in creating and maintaining service level agreements, participating in service reviews and improvement plans.
- Assist in identifying opportunities for digital service provision and new business, working in collaboration with the IT commercial function.
- Work in harmony with colleagues across Digital and IT and beyond to deliver solutions and engage effectively with third party service and solutions providers.
- Be aware of standards and requirements around accessibility, data and business continuity.
- Assist in the conduct of elections as required.

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

- You will bring experience of working in a similar role and be able to demonstrate an understanding of translating business needs into proposed solutions, ideally in a local government setting.
- You have a broad understanding of technical and digital solutions, how they are used across the organisation and the impact they have on the lives of our communities.
- You are skilled at building relationships and establishing trust and you work in a collegiate way that promotes collaboration between Digital and IT and service areas.
- You're an expert at translating technical concepts into non-technical language and understanding what communication is required for internal and external stakeholders.
- You have excellent attention to detail, you can produce high quality documentation and you are experienced adapting your approach and style to the needs of the target audience.
- You understand how the digital strategy and project portfolio can influence and be influenced by the needs of the business and can show how your approach takes this into account.

Let's talk about you

- You champion change and support those around you to embrace digital ways of working.
- You have a practical approach to solving challenges and disputes and can influence and steer discussions to a positive conclusion.
- You have a good understanding of all aspects of project delivery and can demonstrate how you have played an active part in delivering a major system implementation, change or upgrade.
- You have good facilitation and presentation skills and are able to lead workshops and training sessions.
- Accreditation or practical knowledge of using: ITIL Service Management, agile methodologies and project and programme management methodologies.
- **Qualification:** you hold a degree-level qualification or demonstrable work-based experience that evidences an equivalent level of attainment and competence in related disciplines.
- You engage in continuous professional development.

Let's talk about you
(continued)

Our digital strategy

Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.



“Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.”

Mark Lumley, Director of Digital and IT

- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.

Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits