

Job Description and Person Specification

Business Relationship Partner

Job Details	
Grade	G9
Service	Digital Services
Location	City Wide
Job Evaluation Code	A6225

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

As Digital Services Business Relationship Partner you ensure a smooth and reliable customer experience fostering successful user engagement and delivery of digital solutions.

You proactively identify opportunities to improve Digital Services engagement and deliver effective and creative communication campaigns.

You are crucial in ensuring solutions meet present and future business requirements and provide transparent communication regarding Digital Services priorities and strategic directions.

You manage the overall day-to-day delivery of agreed digital services to the business. This includes accountability for service quality and clear communication regarding incidents and updates.

Main Duties & Key Accountabilities
Acting as the primary contact for the business for Digital Services
Promoting Digital Services to the business, making suggestions, introducing innovation and being an advocate for the benefits technology can provide.
Ensuring the business gains maximum benefit from the existing technologies whilst adhering to the principles of standardisation and simplifying processes.
Ensuring consistency and fairness in the prioritisation of Digital Services' resources (people and budget) by championing current and emerging service needs.
Supporting services based on business needs and Digital Services strategies and policies.
Coordinating relationships with and between key business stakeholders, Digital Services and key third parties during the design, build and implementation of technology-enabled business change.
Acting as the primary escalation point for significant operational issues or problems relating to services reported by the business
Working closely with all Digital Services teams to provide an end-to-end customer interface
Assisting the business in identifying technologies to develop and support their continual service improvement plans
Responding to feedback from service areas concerning service delivery by working closely with relevant Digital Services teams to implement internal continuous service improvement
Creating, owning and driving the Digital Services communications strategy across the Council to positively impact employee engagement and build trust
Identifying, creating and implementing new approaches to supporting and improving employee engagement.
Using data and insight to understand the impact of Digital Services engagement and communication activities, and improve the quality of communications.
Assisting the business in reviewing and updating business continuity plans where digital and technology services become unavailable.
Supporting and, as required, standing in for the Business Relationship Lead

Key Relationships			
External:	Suppliers of digital solutions. Peers from other Local Authorities.	Internal:	Digital Services colleagues. Directors, Heads of Service and key stakeholders from service areas. Elected Members. Colleagues from Procurement, Legal and Finance services.

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
This post has no direct reports.

Person Specification	
Requirements	
Knowledge	Have a good understanding of the wide range of digital tools and platforms that are used to facilitate operations and services within a Local Authority.

Knowledge	Have a good understanding of how current and emerging technologies and best practices can be applied to improve service delivery, data management and collaborative working within a Local Authority.
Knowledge	Be proficient in the operational, regulatory and strategic aspects of Local Authorities, the services they provide, the challenges they face, the legal and policy frameworks they operate within and the key factors influencing strategic decision-making and priorities.
Knowledge	Have a broad understanding of the services provided by Local Authorities, including public health, education, housing and social services and the day-to-day functions and processes that keep these services running smoothly.
Skills And Ability	Be able to communicate effectively and persuasively in written and verbal forms across all levels of the organisation, engaging the audience, articulating messages clearly and adapting communication style to suit different contexts and listeners.
Skills And Ability	Be able to effectively connect, communicate and collaborate in a way that is constructive, respectful and conducive to achieving shared goals, including the Employee Networks.
Skills And Ability	Be able to present ideas, persuade others, resolve conflicts and settle on solutions that meet organisational objectives with various audiences at all levels within the organisation, leading decisions and discussions to achieve the intended results and preserve positive relationships.
Skills And Ability	Be proficient at motivating others to rethink their assumptions or methods, providing feedback and suggestions that are useful and aimed at enhancing performance or results in a positive and supportive way.
Experience	Have significant experience in using ICT service management, technical standards and information technologies to provide excellent customer service to a wide range of stakeholders within a large, diverse, customer-focused organisation.
Experience	Have a thorough understanding of the whole ICT development lifecycle, in particular the various stages involved in creating and managing information and communication technology systems.
Experience	Be proficient in completing comprehensive business cases, procurement and sourcing from outside providers, undertaking successful management of projects, and enhancing services to adapt to changing needs and improving efficiency.
Experience	Have significant experience in working in relationship management, stakeholder engagement, cross-functional team working, joined-up service delivery, project management and/or service redesign at a senior level within an organisation and with partners.

Experience	Be competent in problem identification and resolution through evidence-based diagnosis, root cause analysis, application of changes and evaluation of the change.
Experience	Possess experience in realising benefits through active management, planning and delivery of results through digitally enabled projects.
Qualification	Degree or demonstrable by experience.
Qualification	ITIL v4 Foundation certificate of demonstrable experience in ICT stakeholder management.
Special Requirements	None

Declaration			
Reviewed/Created By:	Gary Griffiths		
Job Title:	Strategic Lead – Digital Delivery	Date:	05/06/2025