

**JOB DESCRIPTION****AFC Ref C1609**

<b>JOB TITLE:</b>	<b>Business Relationship Manager</b>
<b>GROUP/DIRECTORATE:</b>	<b>Corporate</b>
<b>BAND:</b>	<b>AfC 7</b>
<b>RESPONSIBLE TO:</b>	<b>Senior Business Relationship Manager</b>
<b>ACCOUNTABLE TO:</b>	<b>Digital Transformation Manager</b>

**JOB SUMMARY:**

Act as trusted advisor to the leadership teams in all matters Digital and IT services, as follows:

- Translating operational objectives and strategies into a well-defined and effectively prioritised portfolio of IT investment, representing the official pipeline of project work to be delivered for that Clinical Group/Directorate
- Focused on driving innovative use of technology and process to increase operational/clinical performance.
- Working collaboratively with colleagues from other Groups/Directorates to shape common initiatives and services that benefit the whole organisation wherever possible, in order to share resources and reduce costs.
- Maintaining a clear definition of business criticality and ownership for the portfolio of digital services delivered to the Trust in order to focus utilisation of resources and budget.
- Ensuring representation of business unit leadership in all agreed points of business governance applied to the delivery of IT Services.
- Being the first point of managerial escalation for the business unit for major incidents, complaints and compliments.
- Delivering transparency and accountability of Informatics recharge costs into the Directorate
- ITIL Service Management
- Major Incident and Change Management
- On behalf of the Directorate, hold the Informatics Team to account for delivery of the agreed service level, and that this service level and associated costs are in line with appropriate external benchmarks.

## **MAIN RESPONSIBILITIES:**

1. Be an IT/Digital partner, working with key stakeholders to identify unmet needs, propose IT solutions and assist management in the development of business cases and project charters.
2. Be a business analyst, leading the technical discovery process for potential digital projects, scoping needs, gathering requirements and producing functional specifications for a solution build, based on regional and global standards, using the Trust methodology.
3. Ensure technology projects are built and documented in accordance with the strict compliance regulations of the company and healthcare, including information security, privacy and good practice as required.
4. Take a regional view on technology solutions, building a good understanding of business practice in other countries through a network of IT colleagues, in order to leverage or create harmonised solutions where possible.
5. Proactively match business needs with the Trust's existing technology capability, by showcasing best practice with key stakeholders, encouraging adoption of core systems and harmonised process, and highlighting value in a business context.
6. Cultivate relationships with teams, medical and operations groups, external agencies and partners to develop deep insights into the needs of our business departments and customers.
7. Represent IT with external partners and customers, and consult on selection and approval of third party service providers, web and mobile solutions.
8. Work with information asset owners to shape long term solution roadmap according to business priorities, and understand the technology roadmap.
9. Provide proof of concept and conceptual designs where requirements are ambiguous or unproven.
10. Manage delivery of local/regional solutions through the Trust development team, acting as Product Owner.
11. Help information asset owners adhere to technical specifications when providing design and content.
12. Create monthly reporting for each assigned project including service deliveries and targets.
13. Be the escalation point for changes, risks and issues.
14. Manage service delivery meetings with stakeholders to discuss performance
15. Manage small projects, align resources, and report on progress.
16. Champion ITIL Service Management/best practice

**CONFIDENTIALITY:**

The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

**HEALTH AND SAFETY:**

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

If you are a manager you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

**RISK MANAGEMENT:**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

**EQUAL OPPORTUNITIES:**

The trust has a clear commitment to its equal opportunities policy and it is the duty of every employee to comply with the detail and spirit of the policy.

**CONFLICT OF INTEREST:**

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

**USE OF INFORMATION TECHNOLOGY:**

To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

**SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS**

Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

**INFECTION CONTROL**

The Trust is committed to reducing the risk of health care acquired infection. Accordingly it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

**SMOKING:**

This Trust acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.