



# DTI Business Partner

## Digital, Technology, and Innovation - Chief Executive's Office

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

### Purpose and impact:

Act as the key point of contact for all DTI requirements, issues and activity within your allocated directorate(s) and third-party organisations, developing and maintaining relationships with and advising senior stakeholders (Directors, Assistant Directors and service managers) and their teams to ensure DTI support their priorities and objectives, resolve issues swiftly and satisfactorily, and co-produce compliant solutions that enhance business performance in line with the DTI and corporate strategies.

Draw the key requirements, forward planning and business intelligence from your allocated directorate(s) and third-party organisations, generating good reporting and deep management insights for them and feeding detailed management/operational information back into DTI teams.

The role will be a member of the allocated directorates SLTs and DMTs and be an influential and critical member of each directorate's management team - "the face of DTI".

### Accountable to:

This role is accountable to the Programme Manager for Contracts and Capacity. The role sits within the Digital, Technology & Innovation division, part of the Chief Executive's Office in West Northamptonshire Council.

### Responsibilities:

1. Working with Senior Managers, lead on the relationship between designated directorate(s)/third parties and DTI, acting as the critical role in determining and establishing detailed business-as-usual requirements from the business area; compiling, reporting, and presenting key updates and SLA



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Council**

performance (including against KPIs) and feeding detailed management/operational information back into DTI teams

2. Act as a trusted DTI advisor to your clients: building relationships with partner organisations and other stakeholders, to give them an understanding of DTI and any wider analytical context which may impact or be a challenge. Work independently to organise and plan work in conjunction with their dedicated service areas.
3. Support and steward your client, develop and implement strategies and plans (internal and external), with DTI projects and programmes of work which support and further the delivery of the directorate objectives.
4. Effective forward planning and coordination between directorates and the wider DTI Team, to ensure adequate resources and skills are available and effectively deployed in pursuit of activity goals and objectives to be able to flex and position DTI resource where most critical throughout the authority.
5. Act as change champion in both directions: coordinating the dissemination of updates and information from DTI into your clients, and advocating/unblocking issues within DTI on behalf of your clients.
6. Work with key partners in both your client and DTI to drive innovative and cost-effective technology solutions within the Council. This includes the exchange of data between parties which are required in order to inform the directorate/Council's forward planning and its requirements to support key partners.
7. Develop and champion a technology and innovation culture within your clients, encouraging the research and uptake of new business technologies that drive improvements in productivity.
8. Provide constructive challenge and support to service areas around their approach to DTI and assess how they align to the corporate plan and its mission, visions and values. Ensure DTI teams are sighted early on all new work requiring technology input stemming from your clients.
9. At an expert level, analyse, interpret and evaluate complex information to support decision making, highlight and prioritise any issues and take required action to support the improvement of performance in the client and the Council overall.
10. Horizon-scan for changes in legislation, strategy and technology that impact your client, and keep the senior management team of DTI briefed on the impacts, risks and actions needed to be managed.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks

may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities:  | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Excellent interpersonal and relationship-building skills to work with colleagues across the organisation and partners.   | Essential             | A, I, P     |
| Able to think strategically and identify suitable and innovative problem solving solutions, whilst managing complex sets of relationships and evidence of success in this regard.                                    | Essential             | A, I, P     |
| Strong influencing skills and ability to advise stakeholders at all levels including explaining and interpreting complex information to support services in understanding their data                                 | Essential             | A, I,       |
| Strong IT skills to support and develop work alongside excellent self organisation and co-ordination skills.   | Essential             | A, I,       |
| A broad analytical skills base, ideally including advanced experience and knowledge in Excel, Power Pivot, Power Query, PowerPoint or similar analytical reporting tools.  | Essential             | A, I, P     |
| Advanced skills in Power Bi  | Desirable             | A, I, D     |
| Highly developed communication and interpersonal skills, able to liaise, negotiate and work at all levels within partner organisations.  | Essential             | A, I, P     |
| Ability to analyse, interpret and evaluate complex information to support decision making, highlighting and prioritising any issues and taking required action comprehensively both verbally and in written reports. | Essential             | A, I,       |
| The ability to operate effectively with people at a range of levels, both internal and external to the organisation.   | Essential             | A, I,       |
| Able to prioritise and manage competing demands, across a range of both internal and external stakeholders.  | Essential             | A, I,       |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.  | Essential             | A, I,       |

| Knowledge:  | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| ITIL knowledge, technical knowledge of desktop or applications environments   | Essential             | A, T, P     |
| An understanding of how national government, local government and key partners operate.   | Desirable             | A, I,       |
| Understanding of budget management including responsibility for financial planning in collaboration with customers, and the use of charging models.   | Essential             | A, I,       |
| Knowledge of the complexities of working across partnership organisations such as NHS, Police and Universities, the challenges and difficulties in working across large multi-stakeholder projects and how to achieve shared outcome despite these challenges | Essential             | A, I,       |
| Knowledge of how to understand, digest and reframe complex information requirements so that it can be understood by a wide  | Essential             | A, I,       |

|  |           |       |
|--|-----------|-------|
| range of audiences and communicated as a detailed report specification.  |           |       |
| Strong knowledge and awareness of legislative requirements and new initiatives or priorities that impact on the service or area of work and encompass them into working practices. | Essential | A, I, |
| Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs   | Essential | A, I, |

| <b>Relevant experience:</b>  | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Broad experience of working within a technical environment such as a busy IT department or similar organisation delivering complex products.   | Essential             | A, I,       |
| Experience of working on and delivering large and complex analytical workstreams and managing the relationship between the business partner and capacity and priorities of the wider organisation. | Essential             | A, I,       |
| Significant experience in partnership working delivering solid results.  | Essential             | A, I,       |
| Experience of working closely with senior officers and staff inside and outside of local authority arrangements.   | Essential             | A, I,       |
| Advanced theoretical knowledge and a clear understanding of the legislation, policies and procedures, both internal and external, that define and limit the team's functions.                      | Essential             | A, I,       |

| <b>Education, training and work qualifications:</b>  | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Degree level in IT related subject / business discipline, equivalent professional qualification or relevant customer relationship management experience. | Essential             | A, I, P, D  |
| Evidence of commitment to personal/professional development activity   | Essential             | A, I,       |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

|  |                   |                               |          |
|--|-------------------|-------------------------------|----------|
| <b>Hours: 37</b>                         |                   | <b>Primary work base:</b>     | OAS      |
| <b>Job family band:</b>                  | WNC Band 9        | <b>Worker type:</b>           | Flexible |
| <b>Salary range:</b>                     | £48,378 - £51,571 | <b>Budget responsibility:</b> | N/A      |
| <b>People management responsibility:</b> | N/A               |                               |          |

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

|                          |  |
|--------------------------|--|
| <b>T</b> Trust           | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.   |
| <b>H</b> High Performing | we get the basics right and what we do, we do well. We manage our business efficiently.  |
| <b>R</b> Respect         | we respect each other and our customers in a diverse, professional and supportive environment.   |
| <b>I</b> Innovate        | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.  |
| <b>V</b> Value           | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| <b>E</b> Empower         | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.  |

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact: [Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

