##### 

##### NORTHERN IRELAND ASSEMBLY

#### Job Specification

# **Business Relationship Manager**

**(Assembly Grade 5)**

## SALARY RANGE: £37,219 to £42,161

1. **INTRODUCTION**
   1. Application forms are available on the Northern Ireland Assembly website and should be completed online. Completed application forms, which demonstrate the skills and experience sought, must be submitted by the closing date of **23:59 GMT on 4 November 2016**.
   2. **Applicants are reminded that the application form must be fully completed. Incomplete applications will not be accepted. CVs or other supplementary material will not be accepted in place of, or in addition to, completed application forms.**

### BACKGROUND

* 1. The Northern Ireland Assembly Commission (the Commission) is a corporate body established by section 40 of the Northern Ireland Act 1998. It must provide the Assembly, or ensure that the Assembly is provided, with the property, staff and services required for the Assembly’s purposes. The Commission employs a Secretariat to serve the Assembly. The management structure of the Assembly Secretariat is illustrated in the attached chart.

2.2 The Business Relationship Manager will act as a strategic interface between IS Office and Assembly business units and Assembly Members to cover the planning, coordination and delivery of ICT enabled programmes and projects. The postholder will:

* work with staff at all levels, including Assembly Members;
* organise and manage large-scale capital expenditure projects;
* work with external ICT suppliers; and
* work as part of a team, with resource management responsibilities.

2.3 The postholder will also have line management responsibility for a small team of IS Service Desk staff and will work closely with other members of the IS Office, staff from across the Secretariat and elected Members to ensure the delivery of IS related projects.

1. **LOCATION**
   1. The successful applicant will be based in Parliament Buildings, Belfast.
2. **JOB DESCRIPTION**

**Responsibility and Reporting Arrangements**

* 1. The successful applicant will report directly to the Head of Information Systems.

**Main Duties and Responsibilities**

4.2 The main duties and responsibilities of the post are to:

* Act as a strategic contact between Information Systems Office and Assembly business units to assist in, and improve the planning and delivery of ICT enabled projects;
* Facilitate efficient and effective communication between IS Office and Assembly business areas;
* Consult with and assist MLAs and Assembly business units to develop clear and realistic requirements and specifications for new systems or services
* Identify and plan and manage work projects. This will involve:
* Information gathering, analysis and ongoing liaison with Secretariat business units: identifying key business requirements that are not adequately supported by current IT;
* Working with Assembly business units to identify and develop improvements in ICT and information management processes;
* Translating business requirements into technical specifications and operational plans;
* Preparation/updating of project documentation including business cases; project initiation documents, project plans, highlight reports, project budgets etc;
* Managing any inter-relationships and dependencies between projects;
* Managing the resources necessary to deliver the specified project work;
* Monitoring and management of identified project risks and issues.
* Deliver projects and benefits identified in the IS Office work programme
* Identify business benefits to be achieved;
* Work with the business on ensuring that benefits are realised;
* Take overall responsibility for monitoring and reporting on benefit realisation;
* Ensure that appropriate lessons from projects are identified and documented.
* Liaise with contracted equipment or services suppliers to ensure timetables are met and services are being delivered to agreed standards;
* Provide Project Board Support;
* Work with other specialists within IS Office to ensure that all the necessary conditions are in place for successful delivery and ongoing maintenance of outputs;
* Work with the relevant internal parties to ensure that software release, testing and training arrangements and ongoing support for projects are in place;
* Contribute to the overall development of the Facilities Directorate business plans;
* Line management of a small team of IS Service Desk staff.

1. **ESSENTIAL CRITERIA**

5.1 Applicants for the post of Business Relationship Manager must, by the closing date for applications, have:

1. At least a primary degree in any subject. Applications will be considered from applicants with formal qualifications, or professional qualifications, of an equivalent or higher standard to those stated.

Relevant or equivalent qualifications: give the type of qualification and date awarded (the date awarded is the date on which you were notified of your result by the official awarding body). If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied etc. so that a well-informed decision can be made.

**AND**

At least 2 years’ experience in each of the areas specified at a-c below;

**OR**

1. At least 3 years’ experience in each of the areas specified at a-c below;

1. Managing, or assisting in the management of, complex\* information technology projects delivered using a formalised project management approach.
2. Leading, or contributing to, the implementation of change programmes that impact across different key business areas within an organisation.
3. Anticipating and analysing problems to produce options and recommendations to senior staff and/or decision makers.

\* A complex information technology project is defined as a project with a total budget value greater than £100k and involving significant business change for a user base of 100+ users.

1. **SHORTLISTING CRITERIA**
   1. The Commission may decide to shortlist for interview as part of the recruitment process for this post. The following shortlisting criteria will be applied in the order stated:
2. Qualified to at least Prince 2 Foundation level
3. Currently qualified to Prince 2 Practitioner level
4. **CORE COMPETENCES**

7.1 In addition to the essential criteria outlined above the following competences will be tested at interview:

**People**

The ability to create, maintain and enhance effective working relationships, assess your own developmental needs and develop yourself to improve job performance and fulfil future potential.

**Information and Communication**

The ability to analyse information, make critical decisions, influence and gain the commitment of others, identify customer/audience needs and communicate required information.

**Services**

The ability to maintain and improve service delivery and to contribute to the planning and implementation of changes in services and systems to meet customer needs.

1. **CRITERIA BASED INTERVIEW**

**Criteria-based interview**

* 1. Final selection of candidates will be based on performance at a criteria-based interview(s) structured around the qualities, skills and experience sought at sections 5.1 as well as the core competences listed above. All candidates will be expected to display an acceptable level of competence in each of these areas.

**FURTHER INFORMATION**

* 1. If you require more information on the recruitment process, please contact the Human Resources Office on 90520325.

8.3 Further information about the NI Assembly can be obtained on the Internet at website: [www.niassembly.gov.uk](http://www.niassembly.gov.uk)

1. **COMPLETION OF APPLICATION FORMS**
   1. The selection panel may decide to interview only those candidates who appear, from the information available, to be most suitable in terms of relevant experience and ability. It is therefore essential that applicants describe fully in the application form the extent to which they satisfy the above criteria. It is not appropriate simply to list the various posts that the candidates have held. The selection panel will not make assumptions from the title of the candidates’ posts about the skills and experience gained.
   2. It will be the responsibility of candidates to demonstrate clearly on their application form how they satisfy the essential and shortlisting criteria. **Candidates must use only the application form provided and must not submit additional material in support of their application.**
2. **TERMS AND CONDITIONS OF APPOINTMENT**
   1. These appointments are permanent and will be made by The Commission. The successful candidate will be employees of the Commission. All appointments are subject to the satisfactory completion of a six-month probationary period.
   2. The standard working week is 37 hours, excluding meal breaks (42 hours gross). Working hours will be dictated by the mode of operation of the NI Assembly and may involve work into late evenings, at weekends and on public holidays.
   3. The salary scale for this post is £37,219 to £42,161 and your starting salary will be £37,219 per annum.
   4. In addition to the usual public and privilege holidays, there is an annual leave allowance of 25 days, increasing to 26 days after 4 years of service and to 30 days after 5 years of service. Applicants should be aware that a major influence in determining when leave can be taken will be the parliamentary timetable.
   5. Subject to eligibility, a childcare voucher scheme is available.
   6. The successful applicant will be given suitable training, including formal specialised courses as necessary.
3. **PENSIONS** 
   1. The NI Assembly offers all new employees an attractive pension package. Further details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at:

<http://www.dfpni.gov.uk/civilservicepensions-ni/index/new-members.htm>

If you are unable to access the website or require the information in another format, please contact:

The Pensions Manager

Human Resources Office

Room 402

Parliament Buildings

Ballymiscaw

Stormont

BT4 3XX

Tel: 028 9052 1685

* 1. Please note that the NI Assembly does not use HR Connect.

1. **APPLICATIONS**
   1. Under fair employment legislation, the Commission is required to monitor the community background of those applying to fill vacancies. Applicants must, therefore, complete the equal opportunities monitoring section of the application form.
   2. The Commission is committed to equality of opportunity in employment and welcomes applications from all suitably qualified applicants irrespective of gender, marital or family status, religious belief, political opinion, disability, age, race, nationality or sexual orientation. **All applications for employment will be considered on the basis of merit.**

**This job specification does not constitute any term or condition of employment.**