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| ROLE PROFILE | | | | | |
| Job title | | IT Business Partner | | Date | January 2025 |
| Business | | Group IT | | | |
| Location | | Leicester | | | |
| ROLE SUMMARY (main purpose) | | | | | |
| The IT Business Partner serves as the primary liaison between the businesses they represent and Group IT. They ensure that business needs are understood and addressed by Group IT, support Group IT initiatives within their assigned businesses, and manage the demand for those businesses.  Key responsibilities include:   * Building partnerships with senior teams and key stakeholders to understand their specific goals and needs. * Translating these goals and needs into technology requirements that align with wider Group IT initiatives. * Becoming integral to the business decision-making process.   Additionally, the IT Business Partner is a member of the IT management team and may be asked to lead or participate in broader Group IT or business initiatives. | | | | | |
| REPORTING STRUCTURE | | | | | |
| Reports to | | Business Partner Lead | | | |
| Direct & indirect reports | | None | | | |
| Key internal stakeholders | | Group IT and Bakery Management Group Functions. | | | |
| Key external stakeholders | | IT Suppliers | | | |
| KEY ACCOUNTABILITIES AND RESPONSIBILITIES | | | | | |
| IT Leadership   * To work with the other members of the extended IT Leadership Team to support the operation, plans and strategy of Group IT. * To lead or participate in Group IT or wider business activities as required. * Represent the needs of their businesses within Group IT and conversely, the needs of Group IT within their businesses.   Business Relationships   * Maintain good relationships with the senior team and other key stakeholders at each business. * Ensure that they understand key business drivers, current challenges, future change plans and business strategy. This will provide an informed basis for understanding the need for and the impact of IT activity. * Be the point of escalation for all IT activity within the business.   IT Solutions   * Develop and own the IT Roadmap for each of their businesses to support both Business and Group IT strategies. * Understand all changes needed within their businesses. Work with the businesses to develop initial proposals, translating this demand by working with the appropriate IT change governance to drive those forward. * Look for opportunities to leverage technology in other parts of the business to provide cost benefits. * Work with larger group projects, to ensure that businesses are kept informed with necessary information. Provide a contact point for those projects and ensure that any business activities associated with these are understood and aligned with other activities within the business. In some cases, there may be a requirement to manage some project activities within the business. * Improve and drive the adoption of IT standards across the business.   IT Service   * Laise with the IT operations team and support with key site engagement activities   Process Harmonisation   * Help enable the process harmonisation agenda providing insight into both business processes and systematic opportunities. | | | | | |
| QUALIFICATIONS, EXPERIENCE, SKILLS / KNOWLEDGE | | | | | |
|  | **External Candidate** | **Internal Candidate** | | |
| Qualifications | Degree or equivalent qualification preferred | Degree or equivalent qualification preferred | | |
| Experience | Strong interpersonal skills, with the ability to build strong two-way relationships with key business stakeholders.  Strategic thinking capability. The ability to develop strategies and plans for the long term development of capability.  Proven analytical and problem-solving abilities.  Strong, written and verbal communications skills with the ability to present ideas and technical solutions in user-friendly language  Experience of delivering IT change  Experience with ERP systems | Strong interpersonal skills, with the ability to build strong two-way relationships with key business stakeholders.  Strategic thinking capability. The ability to develop strategies and plans for the long term development of capability.  Proven analytical and problem-solving abilities.  Strong, written and verbal communications skills with the ability to present ideas and technical solutions in user-friendly language  Experience of delivering IT change  Experience with ERP systems | | |
| Skills/ Knowledge | Understanding or experience of manufacturing processes | Business Process  Understanding or experience of manufacturing processes across multiple businesses | | |
| PERSONAL ATTRIBUTES & BEHAVIOURS | | | | | |
| Personable, with the ability to maintain effective relationships with senior business stakeholders. With the ability to operate on a peer-to-peer basis with directors.  A flexible hands-on approach is essential.  Self-Motivated, multitasker, who has the ability to work on their own as well as part of a team.  Logical and methodical problem solving approach.  Promotes a high level of service through a strong “One team” approach. | | | | | |
| COMPETENCIES FOR SUCCESS | | | | | |
| Competency | | Descriptors | | | |
| Decision-Making and Judgement | | 2. Prioritises decisions | | | |
| Developing Partnerships | | 2. Balances Competing Stakeholders | | | |
| Customer Service | | 4. Works to transform Customer Experience | | | |
| Flexibility and Adaptability | | 3. Comfortable with Ambiguity | | | |
| Initiative and Taking Ownership | | 3. Looks at the wider business | | | |
| Engaging Others Through Change | | 2. Acts as a sponsor of change | | | |
| Focusing on the Future | | 1. Effectively manages time cost and resources in line with our strategy | | | |