

JOB DESCRIPTION

JOB TITLE: IT BUSINESS SUPPORT MANAGER

DEPARTMENT: IMT

POST NUMBER: 1411

GRADE: 7

ACCOUNTABLE TO: Head of IMT

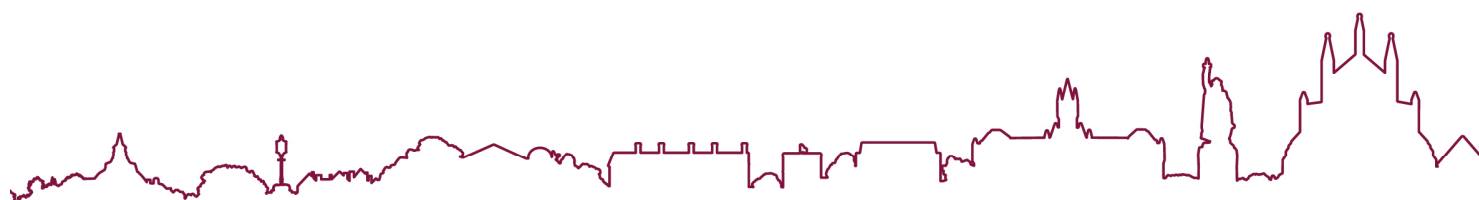
LOCATION: WINCHESTER and ANDOVER Offices

POST OBJECTIVES

1. Managing the Business Support Team, this role forms part of the IT Shared Service (ITSS) Management Team.
2. Financial Management - manage the procurement process and provision of contracts for all IT procurements to ensure constitutional processes are adhered to. Budget, monitoring and revision - Financial budget administration for all IT Service revenue and capital for the ITSS.
3. Supplier, Contract and Licence Management – working with our existing 3rd party and new suppliers to maintain a Contracts and Suppliers Register
4. Service Catalogue Management – to maintain an ITSS Service Catalogue including all services the ITSS provides.
5. Project Management – to lead the ITSS on the delivery of specialist IT Projects.
6. FOI Management – to manage the FOI process for the ITSS ensuring all FOI requests are responded to in accordance with set timescales.

SPECIFIC TASKS:

1. Managing the financial budget provision for the ITSS
2. Manage all ITSS invoice reconciliation and handling of financial queries



3. Manage all ITSS procurements and ensure constitutional processes are adhered to including consultation on Legal compliance. Complete tender specifications
4. Supplier, Licence and contract management with ITSS exploring new opportunities for investment, development and potential Improvements to service delivery.
5. Manage and complete large scale IT Infrastructure projects as agreed with the ITSS Management Team to agreed Project Management Standards.
6. Develop Technical Business Cases
7. Develop Funding Business Cases
8. Analyse impact and costs of change
9. To manage the FOI process for the ITSS ensuring all FOI requests are responded to in accordance with set timescales
10. To provide IT consultancy to the ITSS management team and to business areas within the Council through advice and guidance on IT technical issues, policy, and current good practice guidelines
11. To undertake any other duties and responsibilities, commensurate with the grade of post, properly directed by the Corporate Head of IT.

Technical Skills:

1. Understanding and operational use of the Microsoft Office Suite and SharePoint
2. Prince 2 Project Management qualification or equivalent with a background in delivering IT Projects
3. ITIL Service Management qualification
4. Financial Budgeting Management



Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Signed: Dated:

JOB TITLE
**BUSINESS SUPPORT
MANAGER**
POST NUMBER: 1411
DEPARTMENT:
IS Services
DATE:
September 2018

Requirements		Weighting	Assessment Method
Skills	Good interpersonal and communication skills	3	A
	The ability to translate customer requirements into working specifications	3	A/I
	The ability to work effectively leading a team managing the workloads and targets	3	A/I
	Ability to prioritise work, meet targets, follow procedures and work	3	A/I
Experience	Minimum 3 years' experience in a similar, if smaller scale, role is desirable	2	A
	Knowledge of business process analysis (BPA) and improvement (BPI)	3	A
	Bespoke systems implementation (in-house or 3rd-party)	2	A
Personal Qualities	Self-motivated, works using own initiative	3	I
	A competent, flexible and supportive person who will be able to fit in and lead the team	3	I
	A high level of management skills and a positive attitude in dealing with all customers and 3 rd party suppliers.	2	I
Qualifications	Minimum 3 year experience in a similar role	3	A
	Specific qualification, training or equivalent experience in Business Case development and analysis and PRINCE2 methodology or experience in running complex IT projects	2	A
	Specific qualification in IT business or service management (e.g. ITIL3 Service Management or equivalent).	3	A

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

Application Form
References

A
R

Interview
Presentation

I
P

Tests
Evidence of Qualifications

T
Q