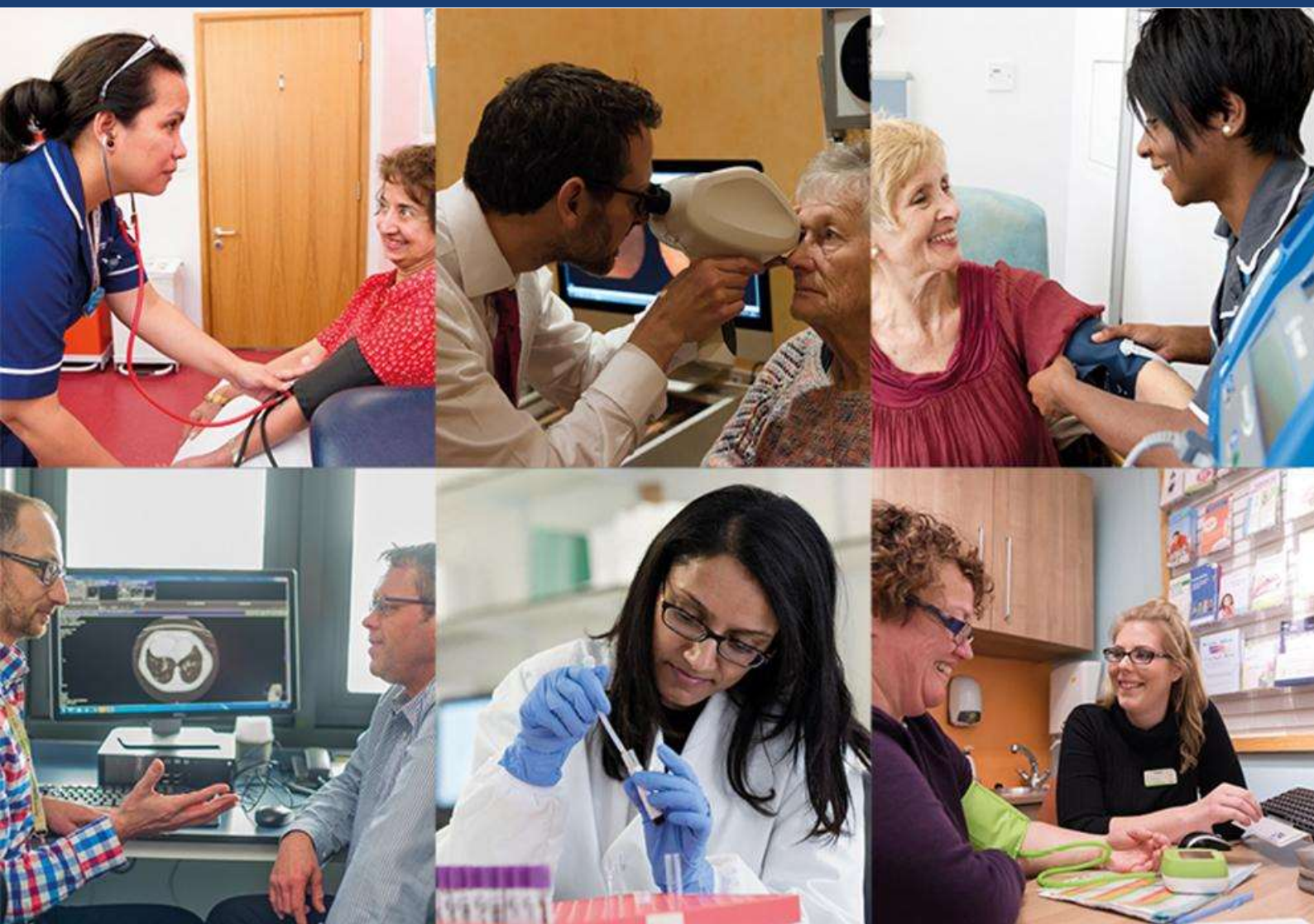# NIHR | National Institute for Health Research

CANDIDATE BRIEF

Business Engagement Lead (IT),
NIHR Clinical Research Network Coordinating Centre

Salary: University of Leeds Grade 7 (£33,797 – £40,322)

Reference: MHNCC1227

Closing date: 14 August 2020

Fixed funded to 31 March 2022

Business Engagement Lead (IT)
NIHR Clinical Research Network Coordinating Centre

Are you passionate about the application of ICT, ensuring technology is used to create business value? Do you have great interpersonal skills and an ability to own problems through to resolution? Are you skilled at translating the business needs and expectations of business partners into technical and service outcomes?

This relationship focussed role will be responsible for assisting business partners with managing their ICT assets, both at a strategic and operational level. This will include planning for change and releases as well as supporting essential information security requirements.

Working with CRNCC Project Managers you will facilitate decision-making with CRNCC business partners, helping to plan changes to their ICT systems and be the link between them and the external suppliers. You will ensure good practice is applied, defects resolved and that the backlog is managed and prioritised appropriately.

As part of the Information and Knowledge Directorate, and accountable to the Service Portfolio Manager for delivery, you will work with a wide range of stakeholders across all directorates. This includes external suppliers where you will ensure that the service provided is fit-for-purpose and meets the expectations of all the business partners you support.

What does the role entail?

As the Business Engagement Lead (IT), your main duties will include:

- Systematically identifying, analysing, managing, monitoring and improving stakeholder relationships in order to target and improve mutually beneficial outcomes.

- Planning and building long-term strategic relationships with senior stakeholders (internal and external).

- Working with all interested parties to establish effective relationships between stakeholders, including responsibility for the relationship between technology functions and end-users.

- Understanding the business environment of the customer and the way in which the organization's services contribute to strategic business outcomes.

- Gaining commitment to action through consultation and consideration of impacts by working with senior business partners.

- Facilitating the engagement of stakeholders and delivery of services and change projects, acting as the point of contact for senior stakeholders, facilitating relationships between them.

- Negotiating to ensure that stakeholders understand and agree on what will meet their needs and that appropriate agreements are defined.

- Owning, on behalf of the business owners, all recurring activities such as Information Security, Information Governance, Business Continuity and Security Testing for the respective Information System.

- For the IT services you represent, acting as the reference point of contact for Business Partners.

- Building effective relationships with third party agencies such as hosting data centres, suppliers and appropriate service desk functions to ensure a high-quality, user-focused and responsive service.

- Liaising internally and externally at a senior level e.g.: Clinical Research Network Directors – in the development of collaborative strategies for the expansion and improvement of the services you represent.

- Building and maintaining strong, collaborative, flexible, dynamic and effective working relationships with all stakeholders.

What will you bring to the role?

As a Business Engagement Lead (IT) you will have:

- Strong stakeholder management skills at all levels. Creatively combining formal and informal communication channels in order to achieve the desired result.

- The ability to develop and quickly establish good working relationships with people at different levels.

- The ability to facilitate the engagement of stakeholders and delivery of services and change projects.

- The ability to negotiate to ensure that stakeholders understand and agree on what will meet their needs.

- Experience of supporting change management and assisting team members to navigate transition processes.

- Experience of managing third party suppliers (SLA's, proposal reviews, development backlogs etc).

- Experience of the management of operational issues through influencing, conflict management and negotiation.

- Experience of day-to-day prioritisation according to the criticality of issues and risks arising from NIHR operations and strategic prioritisation based on underlying business requirements.

- Knowledge of service management principles across the IT service management lifecycle.

- Knowledge of Agile Software development principles.

- Knowledge of Information Security and Information Governance processes.

- The technical expertise to systematically follow, review, and analyse.

- Knowledge of PRINCE2 or APM project management processes.

You may also have:

- PRINCE 2 foundation or practitioner qualification.

- An ITIL qualification or demonstrable equivalent experience.

- Proven experience in a similar role in a corporate or public sector environment.

- Experience of working in the NHS and/or health R&D.

How to apply

You can apply for this role online; more guidance can be found on our How to Apply information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

Richard Horton, Service Portfolio Manager
Tel: +44 (0)113 343 2713
Email: Richard.J.Horton@nihr.ac.uk

Additional information

Find out more about the Faculty of Medicine and Health

Find out more about NIHR Clinical Research Network

Find out more about Athena Swan the Faculty of Medicine and Health

Working at Leeds

Find out more about the benefits of working at the University and what it's like to live and work in the Leeds area on our Working at Leeds information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our Accessibility information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

You can find out more about the required checks and declarations in our Criminal Records information page.