

Technology Business Partner Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Technology Business Partner

Position in the Organisation

Reports to the Business Engagement Manager.
Member of our IT team.
Part of our Corporate Services directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

The Technology Business Partner is instrumental in providing an enthusiastic, user focused approach, utilising excellent communication and influencing skills to manage the relationships within a given business area, ensuring strategic alignment between the Technology, IT, Data and Digital function within that area, so that the organisation can achieve its objectives. A key part of this role will be the ability to communicate effectively with people with various levels of confidence with technology and listen attentively when gathering critical requirements or understanding the basis of user concerns that are being articulated.

The role is critical to our ambition to support business partnering across the organisation. Offering a Product Management approach, the postholder will interface with all Product Owners to develop the strategic direction of their products and build these into roadmaps aligned with our architectural vision. Working in collaboration with the Business Analysts, the postholder will collate high-level requirements. Stakeholder engagement and management is key to this role building strong relationships to enable transparency and manage expectations.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

- Work closely with PMO, Technology, Data, IT and Digital departments and IT Project Managers to support Product Owners throughout technology focussed change programmes by supporting the successful execution of technology projects.
- Be the link between the Product Owners and the Technology functions that support project level business change at a strategic level.
- Understand the strategic needs, business capabilities, operating model, issues, and technology needs of assigned business areas and ensure that our service offer meets those needs.
- Work in partnership with Service Delivery Leads to ensure that operational services are maintained with vendors and partners, and that significant change is appropriately assessed and planned for service readiness.

- Maintain and nurture customer relationships to manage demand, expectations, identify needs, and support the delivery of technology solutions.
- Act as key advisor to stakeholders to inform their strategy about technology and ensure they are aware of our service offerings, engaging all Technology functions when required to maximise the use of business applications and processes and continuously improve the service provided.
- Gather high-level business requirements and define scope during initial discovery by conducting meetings/interviews and facilitating large group/cross-functional sessions engaging with business analysts where additional detail is required.
- Support the Business Engagement Manager with the delivery of pipeline demand management so that stakeholders understand when solutions will be delivered.
- Work with business analysts to help their business areas define new capabilities and create project documentation.
- Work collaboratively with stakeholders, directorates and the bids and tender team to provide efficient, effective, and innovative use of IT within their functions to increase income generation, and so improve our ability to impact outcomes and support our growth, reach and partnership working with other organisations.
- Help define and communicate new services to support organizational needs by working in partnership with the Test Manager, IT Trainer, and Service Delivery team to communicate business needs to gain alignment between those business needs and technical capabilities.
- Monitor that solutions developed continue to meet stakeholder expectations.
- Support the change management process by ensuring stakeholders provide relevant information so that change can take place in a timely fashion.
- Work collaboratively with the wider Technology, IT, Data and Digital directorate to deliver solutions that support the Society's Help and Hope Strategy.
- Communicate key messages from the Technology, IT, Data and Digital directorate and seek feedback on the quality and effectiveness of the services we provide.
- This role is responsible for establishing and managing relationships across the wider organisation at all levels and it will be expected that the post holder maintains a good understanding of wider Society business strategy and activity.
- Support the Business Engagement Manager in developing and embedding the business partnering and client experience approach across the Society.
- Work with the IT Trainer to develop a community of Technology Champions as the early adopters of technology seeking feedback from their experiences to support continuous service improvement.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Proven analytical skills for transforming business needs into technology products, information flows, solutions, and services.	E	A/I
Experience within a Business Partnering or similar business relationship role	E	A/I
Strong stakeholder management skills and experience of managing long term relationships with stakeholders or partners, establishing a common strategic goal.	E	A/I
Experienced in collating and translating technical information for appropriate audiences.	E	A/I
Experienced with IT processes, organisational operations and change management.	E	A/I
Knowledge of product management concepts	D	A/I
Ability to lead requirements/capability gathering workshops	E	A/I
Conversant with technology and data regulation	E	A/I
Ability to manage stakeholder expectations and resolve conflicts	E	A/I
Detailed working knowledge of the Microsoft suite of products and collaboration tools (SharePoint, OneDrive, MS Teams, Planning tools)	E	A/I
Knowledge of ITIL framework	D	A/I
Good knowledge of project management methodologies such as Prince2 and Agile	D	A/I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	E	A/I
Be a self-starter and incredibly motivated.	E	A/I

Excellent organisational and timekeeping skills.	E	A/I
Excellent attention to detail.	E	A/I
Non-judgemental communication	E	A/I
Commitment to and understanding of equal opportunities	E	A/I
Understanding of the inclusion agenda and its relevance within a diverse society	E	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Our benefits



Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependents

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working