

Technology Business Partner

Job description

It will take a society to beat dementia. Alzheimer's Society.



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

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 of 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

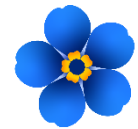
We're open, we combine our strengths and we achieve more together.



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.



**Alzheimer's
Society**

Technology Business Partner

Position in the organisation

Reports to the Business Engagement Manager.
Member of our IT delivery Team.
Part of our Technology directorate.

Purpose of this role

At Alzheimer's Society 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 with dementia and their carers.

The Technology Business Partner acts as a trusted advisor between the Technology directorate and their assigned business areas, building strong relationships and developing a deep understanding of, and curiosity about, business priorities, challenges and opportunities. The role ensures technology services, initiatives and investments align with organisational objectives and deliver measurable value.

Working with stakeholders at all levels, the postholder translates business needs into technology opportunities, communicates complex concepts clearly, and strengthens confidence in Technology as a strategic partner. Through effective engagement and constructive challenge, they help shape demand, validate requirements, and ensure proposed solutions address genuine business needs.

A key responsibility is enabling the Society to use technology to achieve better outcomes.

The Technology Business Partner leads early discovery activity, captures and refines high-level requirements, and collaborates with Product Managers and Technology specialists to influence product strategies, shape roadmaps, and align future developments with business priorities and architectural principles.

The role also champions the customer voice within Technology, promotes awareness of existing services and capabilities, and identifies opportunities for innovation, continuous improvement, and more effective ways of working through emerging technologies and best practices.

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

Strategic Business Partnering and Stakeholder Engagement

- Act as the primary Technology focus and trusted advisor for assigned directorates
- Develop strong relationships with senior stakeholders and gaining a thorough understanding of their business priorities, operating models, risks, opportunities and service needs.
- Facilitate effective communication between Technology and the business through regular engagement, roadmap discussions, technology planning, stakeholder feedback and change communications,
- Promote Technology as a strategic partner and enabler of organisational outcomes

Demand Management, Discovery and Governance

- Identify, capture, assess and shape technology demand, ensuring underlying business needs are clearly understood before solutions are proposed.
- Lead early discovery activities, gather high-level requirements and engage specialist resources where required.
- Provide insights to the Technology Leadership Team that will support prioritisation, decision-making and governance processes, recommending appropriate routes for requests and escalating risks, issues or conflicting priorities as necessary.

Technology Investment Planning and Portfolio Shaping

- Provide insights and to the Technology Leadership Team and (CTO, Associate Directors, Heads Of and Business Manager) that supports the identification, development and prioritisation of technology investment opportunities
- Contribute to business cases, investment proposals and portfolio planning activities to maximise organisational value and ensure investment decisions align with organisational priorities.

Digital Capability Building

- Promote digital capability across assigned directorates by helping leaders and teams to:
 - build confidence in using technology;
 - improve technology literacy
 - understand innovation opportunities, risks and constraints
 - make informed technology investment choices.

Technology Advisory and Solution Development

- Advise stakeholders on existing technology capabilities, services and potential solutions, maximising value from current investments and identifying opportunities for innovation and service improvement.
- Work with stakeholders and Technology teams to evaluate options, challenge assumptions and ensure proposed solutions align with organisational objectives, technology strategy and architectural principles.

Cross-Technology Collaboration and Roadmap Alignment

- Work closely with other teams (within and outside the Technology directorate) to ensure alignment of initiatives, deliverability and support operational sustainability.
- Represent business priorities within Technology, contribute to roadmap development and ensure future plans reflect business needs, technical standards and strategic direction.

Change, Adoption and Benefits Realisation

- Support business change and adoption activities by helping stakeholders prepare for change
- Support the Internal Comms and Engagement team, as well as technical specialist teams to develop communication plans and maximise user engagement.
- Ensure technology initiatives deliver measurable strategic, operational and user outcomes by supporting the relevant teams in agreeing success measures, tracking benefits, monitoring delivery with sponsors, capturing lessons learned and identifying opportunities for continuous improvement.
- Collaborate with stakeholders, directorates and the Bids and Tender team to support the technology needs of dementia services across the full service lifecycle, from bid and tender stage through mobilisation, ongoing delivery and decommissioning.
- Work with the IT Trainer to develop the community of Technology Champions as early adopters of new technology changes and initiatives, using their feedback and experience to support user adoption and continuous service improvement.

SFIA Alignment

- This role is primarily aligned to Relationship Management (RLMT), Demand Management (DEMM), Business Analysis (BUAN), Benefits Management (BENM), Innovation (INOV), Continual Improvement (CIPM), Organisational Change Enablement (OCEN), Consultancy (CNSL) and Strategic Planning (ITSP).

The role operates primarily at SFIA Level 5 (Ensure, Advise), with aspects of Level 6 (Initiate, Influence).

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	Application (A) or Interview (I)
Experience of strategic stakeholder management, building trusted relationships with leaders at all levels and influencing without direct authority.	A/I
Strong knowledge of technology business partnering, demand management, prioritisation and governance processes.	A/I
Experience of benefits realisation, success measures and continuous evaluation to demonstrate strategic, operational and user outcomes.	A/I
Experience of supporting stakeholders with investment proposals, business cases, strategic decision making and portfolio planning.	A/I

Experience of discovery, business analysis, requirements shaping and translating business needs into clear technology opportunities.	A/I
Awareness of portfolio management, capacity constraints, prioritisation trade-offs and governance routes for technology-enabled change.	A/I
Knowledge of cyber security, information governance, data management and artificial intelligence principles and their application within technology-enabled change.	A/I
Awareness of enterprise architecture, digital product operating models, ServiceNow or similar IT service management platforms, data governance, cyber security, AI and automation.	A/I
Ability to communicate complex or technical information clearly for different audiences, including through presentations, reports and jargon-free conversations	A/I
Detailed working knowledge of Microsoft 365 and collaboration tools, including SharePoint, OneDrive, Microsoft Teams and planning tools	A/I
Degree or equivalent experience, with evidence of continuing professional development.	A
One or more relevant professional qualification, or equivalent experience, such as would be desirable. Examples include BRMP, BCS Business Analysis, ITIL Foundation, Agile/ or Product Management qualification, PRINCE2 Foundation or MSP.	A

Competencies & personal attributes	Application (A) or interview (I)
Strong relationship building, influencing, negotiation, collaboration and facilitation skills, with the ability to manage expectations and resolve conflict constructively.	I
Strategic thinking, business acumen and customer focus, with the ability to identify critical issues and remain solution focused.	I
Planning, organisation and attention to detail, with the ability to prioritise workload, meet deadlines and maintain quality standards.	A/I
Demonstrate agility and flexibility across the full Technology Business Partnering function, with a willingness to respond to business needs	I
Excellent communication skills, both verbal and written including writing and delivering presentations and reports to a variety of audiences	I
Excellent organisational and timekeeping skills.	I
Excellent attention to detail.	A/I

Non-judgemental communication	I
Commitment to and understanding of equal opportunities	I
Understanding of the inclusion agenda and its relevance within a diverse society	I

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Criminal Record Check

This post may be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). Please select the level of Check required for this role:

Basic ☐

Enhanced ☐

Not Applicable ☒

Candidates - If you require further information regarding Criminal Records Check, then please contact: [**careers@alzheimers.org.uk**](mailto:careers@alzheimers.org.uk)

Hiring Managers - If you require further information regarding Criminal Records Check for this role, then please contact: [**Employeesupport@alzheimers.org.uk**](mailto:Employeesupport@alzheimers.org.uk)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contributions rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face coooselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave - 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

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



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave