

## Job Description

### ***BUSINESS RELATIONSHIP MANAGER [DBE]***

<b>Service:</b>	Digital Business Engagement	<b>Team:</b>	Strategic Client Engagement
<b>Location:</b>	Preston		
<b>Salary range:</b>	£38,223 - £43,421	<b>Grade:</b>	9
<b>Reports to:</b>	Client Services	<b>Staff responsible for:</b>	None

#### **Job Purpose**

The Business Relationship Manager sits within Digital Business Engagement in the Strategic Client Engagement Team. This a key customer facing role which is paramount in promoting Digital Services and is the link between Digital Services and its customers.

The Business Relationship Manager will establish and maintain effective relationships between Digital Services and the customer to ensure Digital Services is promoted positively and contributes successfully to the Council's outcomes.

The role will liaise with a variety of customers of all levels throughout the council, including external customers, to gain an in-depth knowledge of the customer outcomes and how Digital Services can assist in achieving those outcomes.

The Business Relationship Manager will be responsible for articulating and translating the in-depth customer knowledge to the correct team within Digital Services to enable effective and timely changes to be made to ensure Digital Services are meeting the customers' needs.

The role will work closely with the Digital Business Engagement System Specialists to support the customers in defining their requirements whilst assisting Digital Communications to promote Digital Services through publicising customer feedback and positive outcomes, whilst also understanding what actions this has for Digital Services to enable continuous improvement and improved customer satisfaction.

Through working with others, the Business Relationship Manager will help Digital Services to deliver and drive, innovation and change, and will be required to work to tight deadlines.

#### **Accountabilities/Responsibilities**

- The Business Relationship Manager will meet regularly with Heads of Service or appropriate senior responsible officer to discuss their digital requirement needs and manage customer expectations of what Digital Services provide.
- The Business Relationship Managers team are responsible for managing the Business Relationship mailbox. As well as working within a team the Business Relationship Manager will need to manage their own workload to ensure the timely and successful delivery of all tasks in line with the business needs.

- The role will require the Business Relationship Manager to undertake the customer experience journey which will involve analysing and documenting the journey, performing a test run of the process and reporting to the relevant teams within Digital Services where any improvements can be made.
- The Business Relationship Manager will be responsible for collating customer feedback and managing customer complaints to ensure issues are resolved in a timely and effective manner, with a positive outcome.
- The role will facilitate and implement the actions required by Digital Services to ensure outcomes are achieved and link in with Digital Communications to promote positive feedback by providing examples for publication on the customer facing Digital Services Intranet page.
- Safeguard the reputation of Digital Services by anticipating and managing any issues of reputational concern as well as actively promoting Digital Services to all stakeholders
- Play a proactive role in maximizing opportunities to strengthen and improve engagement with Digital Services customers.
- Identify opportunities for improvements to policies and procedures within work area in order to maximise positive publicity for Digital Services
- Represent Digital Services at relevant key meetings with services.
- Any other duties that are commensurate with the grade of the post.
- In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

## Other

### **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

### **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

### **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

### **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

### **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

### **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

### **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## Person Specification

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All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<b>Qualifications:</b>		
Typically degree qualified (or equivalent) in relevant subject plus number of years' experience in a similar role OR significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant roles. May be working towards a professional qualification or be of graduate entry level with sound practical experience.	E	AF, I
<b>Experience:</b>		
Communicate effectively with a wide range of audiences to achieve results	E	AF, I
Organisation and project management skills	E	AF, I
Negotiation, diplomatic and influencing skills	E	AF, I
Excellent writing skills to engage with a variety of audiences	E	AF, I
Analytical skills	D	AF, I
Ability to clearly explain technical communications issues to non-technical users	E	AF, I
Experience of working independently with relevant specialised systems, equipment and/or IT software	E	AF, I
Successfully managing competing demands	E	AF, I
<b>Knowledge and Skills:</b>		
Understanding of working within a political environment	D	AF, I
Experience of utilising a variety of channels as part of project delivery	E	AF, I
Be team oriented, with a 'can do' and 'hands on' approach to helping out the wider communications team	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Detailed knowledge of communications practices	E	AF, I
Ability to develop effective channels for meaningful engagement, internally and externally	E	AF, I
<b>Other (including special requirements):</b>		
Commitment to equality and diversity.	E	I
Commitment to health and safety.	E	I
Display the LCC values and behaviours at all times and actively promote them in others.	D	I