



Job Description



This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Business Partner - Digital, Data and Technology (DDaT)
Job Reference	
Service	Digital, Data and Technology
Team	Technology
Location	Shute End/Smart Working
Reports to	Service Manager - Technology and Project Delivery
Responsible for	0 FTE
Grade	G10
Contract Type	Permanent
Hours	Full Time

Main Accountabilities	
1.	Responsible for building relationships with colleagues across the Council to promote the vision of DDaT, identify opportunities for improvement and transformation through the use of technology and to share best practice This includes gathering information from colleagues across the Council to understand customer demand and detailed requirements. Work together with Business Partners in HR and Finance to develop integrated solutions to deliver change in a joined-up way and identify interdependencies between proposed streams of development. Ensuring that intelligence is shared and reflected in the planning of activities within DDaT and the Medium Term Financial Plan.
2.	Acts as an Account Manager for service delivery, reporting to the business against agreed service levels





3.	Leads on building relationships with Exec Directors, Service Directors, Heads of Service and other senior Colleagues and partner organisations, to understand service priorities and ensure projects and programmes are aligned to short, medium and long term objectives of the service and wider council. Enables digital change, acting as a single point of focus for senior stakeholders and facilitating relationships between them.
4.	Understands, supports, and promotes our Digital and Technology Strategy. Working closely with the delivery teams on DDaT transformation programmes
5.	Supports operational plans to ensure that the resources within the teams are used to best effect and impact. Contribute to the development and implementation of DDaT stakeholder management plans, providing support to stakeholders to ensure that the development pipeline covers the breadth of current and future developments, that will be required to support Council services.
6.	Work with business analysts to identify the most appropriate business process / work-flow solution, before agreeing a specification for DDaT development work, in order to ensure the most effective use is made of DDaT solutions.
7.	Champion user-centred design and advocate for residents, staff, and service users in DDaT service delivery.
8.	Responsible for proactively engaging with departments to identify opportunities where DDaT can support or drive service improvements.
9.	Drive DDaT innovation into business change initiatives, leveraging market intelligence and emerging technologies.
10.	To undertake any other duties commensurate with the general levels of responsibility of the post.

Person Specification		
Qualifications	Essential	Desirable
	Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude)	
Technical Skills.	Essential	Desirable
	Able to pass on knowledge to colleagues in a clear and controlled manner	
	Highly developed organisational skills	





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	Excellent communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes on service and project issues for presentation to the Project Delivery Group, at Programme level, Senior Managers or elected members	
	Excellent inter-personal skills with the ability to work with all stakeholders including Councillors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs	
	Computer literate including experience of using IT systems and Microsoft Office software (e.g.	

	Word, Excel, Outlook, Project & Visio)	
Knowledge	Essential	Desirable
	Excellent working knowledge digital, data and technology principles and best practice, along with regional and national drivers surrounding data delivery	
	Leading and motivating a group of professional staff. Displaying leadership and influencing skills and managing change effectively, whilst demonstrating credibility.	
	Developing a culture of continuous improvement by engaging others and facilitating their ideas and creativity	
	The ability to gather and understand the voice of the internal and external customer, and ensure that it is included within DDaT design.	
Experience	Essential	Desirable





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		Experience of a similar position in Local Government or the Public Sector
		Experience of budget management of operational and project budgets
	Experience of successfully resolving complex, cross cutting problems where there may be no clear consensus about cause or solution that require an element of judgement	
		Experience of the user centric design approach to projects and GDS principles
	Working collaboratively with partners to influence the achievement of successful outcomes	
	Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential	
	Experience of identifying, developing and delivering opportunities for improving the service	
	Experience of managing projects to successful outcomes	
	Experience of systems used within Local Government and the public sector	
	Experience of Microsoft technologies specifically the Power platform: PowerApps, Power Automate, PowerBI	

Purpose Details

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.





Service Purpose	The Digital, Data and Technology service is responsible for is responsible for the creation and delivery of the Councils Digital and Technology Strategy and fulfilling the digital ambition of the Council, including the adoption of technology to improve the customer experience. The Digital, Data and Technology service is made up of the following Service areas: - Operational IT and Project Delivery, responsible for the delivery of end user technology and application services along with delivery of all technical projects. - IT Infrastructure, responsible for security, maintenance and optimisation of the Councils server and network estate that underpins the technologies the Council uses. - Digital Innovation, responsible for Digital delivery including development of the Councils CRM and inhouse developed applications. Responsible for identifying and implementation of digital tools specifically with regards to Artificial Intelligence and Automation. - Data Engineering and Science of the Councils data assets
Role Purpose	The DDaT Business partner role is critical to relationship management within the DDaT department and our stakeholders. Role holders work across identified areas of the business to ensure that maximum value is being gained from current and future technology investments, whilst providing a route to resolving business issues with DDaT capability and resources. This role acts as an entry point between the business and DDaT from both a tactical and strategic viewpoint. Identifying business requirements, assessing the strategic fit, value and priority of the development request, and commissioning the work via an annual planning cycle framework. They also act as the business liaison throughout the lifecycle of an initiative, ensuring that all pre-delivery initiatives are fully documented, customer needs are articulated and technical impacts including resource requirements are identified. Where appropriate, the DDaT Business Partner will be expected to represent DDaT at project and portfolio boards, guiding technology decision making to support the DDaT strategy, whilst meeting the needs of the business area. - Strategic Alignment: Ensure IT and digital services support the council's strategic objectives and transformation programmes. - Stakeholder Engagement: Build strong relationships with senior leaders, service directors, and technical teams to understand business needs and translate them into technology solutions. - User-Centred Design: Advocate for residents, customers, and users by promoting accessible, ethical, and pragmatic digital solutions. - Technology Advisory: Provide expert advice on systems, governance, and emerging technologies to inform decision-making and future planning. - Innovation & Change Leadership: Champion modern IT practices, agile delivery, and continuous improvement to drive digital innovation across the council. - Value Delivery: Ensure digital investments deliver tangible outcomes, improve service delivery, and offer value for money.

Supervision and Relationships	
Supervision Received	General guidance, post holder expected to be self organising and responsible for their service area. Strategic guidance provided.





Supervision Given	Detailed supervision to direct and matrix managed reports along with contract management of external suppliers.
Contacts	Internal relationship management with stakeholders at all levels including Directors and Members. Cross sector working with Local Authorities other public sector organisations. Work with external agencies such as and not exclusively - SOCITM, LGA

Resources/Budget Management
Circa direct 0 FTE - although line management responsibility could be required in the future including external specialists. Role will be expected to matrix manage staff as required Budget Management - no budget management - although awareness of service and wider Council budgets expected

Special Requirements
Ability to travel to a variety of locations in borough, work special hours/shift pattern/weekends, attend evening meetings, DBS

Occupational Risk	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N





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Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Smart Working

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	<State level of DBS check required or N/A>
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

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Re-checks

N/A

Evaluation Declaration

Date of Evaluation:

September 2025

Evaluated by:

Jamie Pink - AHRBP

