

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Resources

Job Ref Number: 04084

Service Area: IT

Grade: G12

Job Title: Strategic Business Partner

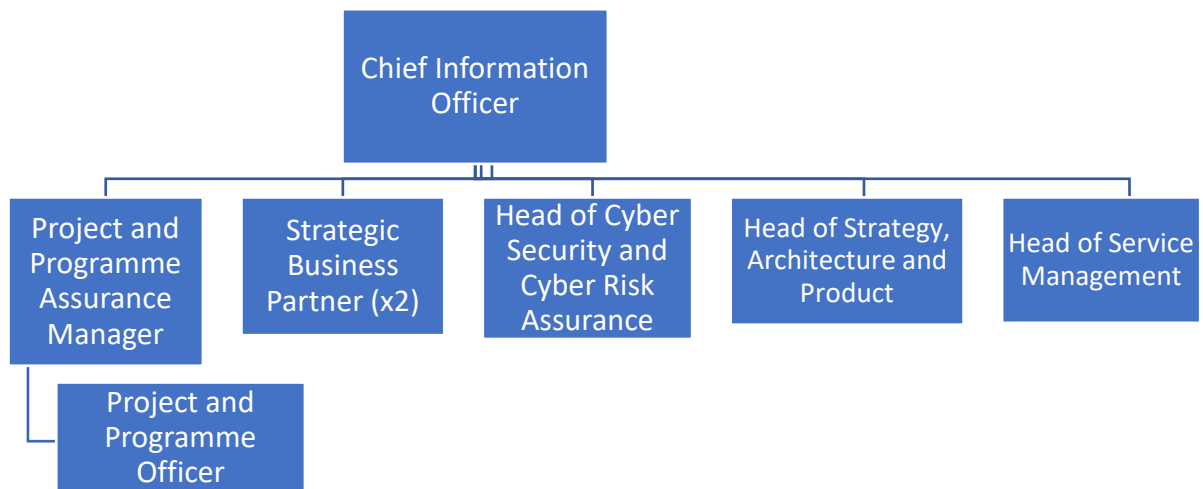
PURPOSE OF JOB:

The Strategic Business Partner plays a pivotal role in ensuring that IT and digital services are strategically aligned with Lincolnshire County Council's (LCC) objectives, driving business transformation through effective technology adoption, data-led decision-making, and service optimisation.

Operating at SFIA Level 5 ("Ensure, Advise"), the postholder will act as a trusted advisor to senior stakeholders, ensuring that business challenges and opportunities are addressed through technology-driven solutions. This role is critical to ensuring that IT services—provided through an outsourced partner—meet LCC's strategic objectives and deliver measurable business value.

The role aligns with the Government Digital and Data (GDAD) Capability Framework, particularly in the Business Relationship Manager domain, and ensures that IT investments are designed to support agile, outcome-based delivery. The postholder will provide strategic oversight, governance assurance, and performance monitoring across key IT services, aligning with NIST CSF 2.0 Maturity Adaptive: Level 6.

The role requires expertise in business relationship management, stakeholder engagement, digital transformation, ITIL 4 service integration, agile methodologies, and IT governance to ensure that LCC becomes increasingly data-led, product-based, and technologically integrated.

TEAM STRUCTURE:**MAIN DUTIES:**

1	Strategic Business Engagement & Alignment <ul style="list-style-type: none">• Act as a primary liaison between business units and IT, ensuring technology solutions align with council-wide strategic priorities and deliver measurable outcomes.• Support the council's transition to an agile, product-based operating model.
2	Business Impact Assessment & Readiness Planning <ul style="list-style-type: none">• Conduct structured business impact assessments (BIAs) to evaluate how digital transformation and IT investments affect service delivery and council operations.• Identify readiness gaps and ensure that change management strategies mitigate risks and enhance adoption.
3	Technology & Digital Change Management <ul style="list-style-type: none">• Lead on the adoption and implementation of digital and technology solutions, ensuring alignment with ITIL 4 practices, SFIA Level 5 governance, and Agile methodologies.• Ensure compliance with GDAD standards for service delivery and governance.
4	Stakeholder & Relationship Management <ul style="list-style-type: none">• Establish and maintain strong relationships with senior leadership, directorates, IT service providers, and strategic partners.

	<ul style="list-style-type: none"> Advocate for the adoption of data-led and digitally enabled decision-making.
5	IT & Digital Governance Assurance <ul style="list-style-type: none"> Assure against outsourced IT service provider performance, ensuring contract obligations align with LCC's business needs and ITIL 4 standards. Ensure compliance with NIST CSF 2.0 Maturity Level 6, particularly in cyber resilience, risk management, and continuous improvement.
6	Performance Monitoring & Benefits Realisation <ul style="list-style-type: none"> Establish frameworks to track the effectiveness of digital transformation and IT service delivery, ensuring alignment with council strategy and budget efficiency. Drive benefits realisation through structured value tracking and outcome measurement.
7	Agile & Product-Based Working Advocacy <ul style="list-style-type: none"> Drive agile and iterative working methods across the council, ensuring IT solutions adapt to business needs through continuous feedback loops. Support cross-functional collaboration between IT, business users, and external providers.
8	Service Integration & Process Optimisation <ul style="list-style-type: none"> Ensure IT services integrate effectively with LCC's key technology stack, including: Microsoft Fabric (data analytics and reporting). Microsoft Power Platform (low-code process automation). ESRI ArcGIS (geospatial intelligence). Cyber security solutions (Microsoft Defender, Tenable, etc.).
9	Risk, Compliance, & Business Continuity Planning <ul style="list-style-type: none"> Identify and mitigate IT and digital transformation risks in line with GDAD and ITIL 4 service management frameworks. Ensure compliance with regulatory standards, business continuity planning, and cybersecurity best practices.
10	Contract & Supplier Relationship Management <ul style="list-style-type: none"> Work with outsourced IT service providers to ensure value for money, service quality, and contractual compliance. Support ongoing evaluation and performance management of third-party technology solutions.
11	User-Centric & Data-Driven Decision Making <ul style="list-style-type: none"> Ensure IT and digital services prioritise user needs, leveraging data insights and analytics to improve services.

	<ul style="list-style-type: none"> Advocate for data-led decision-making and evidence-based policy development.
12	<p>Leadership, Coaching & Digital Capability Uplift</p> <ul style="list-style-type: none"> Provide coaching and guidance to business units on IT adoption, change management, and agile methodologies. Support LCC's workforce in building digital capability, ensuring a culture of continuous learning and innovation.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Proven experience in business relationship management, digital transformation, or business change within a local government or public sector setting.	A	Y	
Strong understanding of SFIA Level 5 capabilities, particularly in strategic planning, business impact assessment, and governance oversight.	I		y
Expertise in GDAD governance frameworks, ensuring best practices in stakeholder management, change leadership, and digital service alignment.	I		Y
Experience leading business change and IT adoption initiatives, ensuring technology solutions align with operational needs.	I		y
Experience in contract and supplier management, ensuring third-party IT services deliver value and meet contractual obligations.	I		y
Ability to conduct business impact assessments, identifying risks and opportunities for digital transformation.	I	Y	
Ability to translate business needs into digital solutions, ensuring alignment with Microsoft Fabric, Power Platform, ESRI ArcGIS, and cybersecurity tools.	A	Y	

Excellent stakeholder engagement skills, ensuring clear communication between IT and business teams.	A	Y	
Strong analytical skills, ensuring that business change initiatives deliver measurable benefits. Experience working in an agile, product-based IT organisation, ensuring digital initiatives remain aligned with user needs and council strategy.	A	y	
Formal change management, business analysis, or project management certification (e.g., PROSCI, APM, PRINCE2, Agile).	I		y
Experience working in a data-led organisation, ensuring decision-making is informed by real-time insights and analytics.	I		y
Familiarity with cybersecurity assurance and compliance, ensuring business units operate within secure and resilient environments.	I		y
Experience working with local government line-of-business applications, ensuring systems are integrated and optimised.	I		Y

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

