DURHAM CATHEDRAL

JOB TITLE:	Technology Business Partner
LOCATION:	Durham Cathedral
ACCOUNTABLE TO:	Governance & Compliance Manager and Deputy Chapter Clerk
KEY RELATIONSHIPS:	Chapter, Executive Leadership Team, Management Team, Support Services, VEE, Fabric & Collections, Mission & Ministry, System Administrators (for the cathedral's different software systems)
JOB SUMMARY:	To provide a business partner service to the Cathedral's teams to ensure the ongoing development of technology to meet the business requirements and overall outcomes of the Cathedral. This post will drive the Cathedral forwards into new ways of working and the use of new technologies. This will include administration of the current systems and management of all digital and technology contracts.

MAIN DUTIES AND RESPONSIBILITIES:

Job Purpose
- To provide a strong lead for the promotion and development of continuous digital service improvement activities, including the development of all corporate systems across the Cathedral.
- To improve organisational and departmental performance through the provision of a high-quality Digital business support function. Providing strategic leadership in developing departmental and corporate business solutions and ensuring their alignment with corporate priorities and providing change management support.
- To work closely with other members of the Cathedral to maintain system standards regarding data, support, new development and management of all digital delivery, self-service elements and customer services elements.
- To maintain awareness of wider developments in digital service delivery and make recommendations for the implementation of relevant service delivery methods which improve both customer service and choice and provide efficiencies for the Cathedral.
- To manage any technology enabling projects which drive efficiencies within service areas.
- To be responsible for the ongoing development and maintenance of the Cathedral's Technology Strategy.

Main Duties and Responsibilities

1. Be the primary administrator for the Cathedral's systems and carry out or commission the necessary development work as required.
2. Be responsible for commissioning, creating and maintaining the necessary reporting tools and schemas required from the corporate systems to facilitate business intelligence and reporting requirements.
3. Be responsible for the configuration and implementation of the corporate systems based on user specifications.
4. Work closely with all business areas to translate business needs into technical specifications to meet corporate system use requirements, business intelligence and reporting needs.
5. Chair a working group and facilitate implementation workshops with users and commission system training.

General

1. Manage and deliver the Cathedral's Technology Strategy and act as a liaison point for the departments ensuring continuous improvement of the Cathedral's digital tools.
2. Assist in the setting and monitoring of revenue budgets for Technology.
3. Lead the Digital Business Partner role across departments ensuring that systems are helping deliver results for teams whilst ensuring that new technology is assessed where appropriate. Assist with implementation and/or enhancements to corporate business systems.
4. Manage the Cathedral's Digital and Technology contracts.

Technology Business Partner

1. Continuously research best-practice and leading enabling technology and business systems used both in the commercial and not-for-profit sectors.
2. Work with the cathedral's teams to understand their aspirations. Identify opportunities for use of technology and business systems to support the aims and objectives of the Cathedral, its service delivery, and any transformation initiatives. Lead the evaluation of potential solutions which meet those requirements and criteria.
3. Identify cross-cutting technology requirements, where a corporate solution is required and collate business requirements across the Cathedral.
4. Lead the development of technology requirements, specifications, evaluation criteria.

Digital Lead

1. Act as the technical liaison between technology suppliers,and other relevant third parties and the Cathedral's business leads.
2. Act as the day-to-day contact point for technology suppliers, during implementation activities, escalating to appropriate senior management as required.
3. Manage the delivery of technology suppliers during implementation, ensuring alignment with the business and technical requirements, and that delivery issues are effectively managed.
4. Develop and implement training plans and user documentation for technology users. Provide technical support, training and assistance to service teams in the testing and assurance of technology and business systems.
5. Work with IT and Information resources to ensure integration between new and existing technology and business systems as required.

Other Service Responsibilities
1. Carry out technical and operational database administration.
2. Ensure that solutions delivered follow project management methodology, release and signoff processes and are clearly documented with end users and support teams in mind. Maintain documentation on data definition and set-up.
3. Design and develop reporting systems that provide accessible information for decision making and performance monitoring from the corporate systems. Advise service users on best practise intelligence and reporting functionality of corporate systems.
4. Define, develop or import, to manage and maintain corporate data standards and data definitions, in conjunction with the Cathedral's Information Policy.
5. Proactively maintain and monitor the data and analytics infrastructure, ensuring that service areas data management, analytics and reporting services are implemented and matured to transform various business capabilities.
6. Assist in troubleshooting and resolution of data related technical issues that impact our users.
7. Assist the preparation and review of Business Continuity Planning, Disaster Recovery Planning and similar in relation to technology and/or data. Lead on Cyber Security.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time and you will be expected to agree to any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

Health and Safety
Under the Health and Safety at Work Act 1974, whilst at work you must take reasonable care for your own health and safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Cathedral on health and safety and not interfere with or mis-use anything provided for your health, safety and welfare.

Confidentiality
Staff must not pass on to unauthorised persons any information obtained in the course of their duties without the permission of their Head of Department.

Safeguarding
This post is subject to completion of a confidential self-declaration form.

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Person Specification

This section outlines the requirements and qualities the post-holder needs in order to fulfil the post. These are divided into 'essential' and 'desirable' criteria. 'Essential' criteria are those that the post-holder absolutely must have in order to do the job, i.e. the job cannot be done without those qualities. 'Desirable' criteria are those qualities that would be either useful, an advantage or preferable to have in order to do the job or those which can be trained to do, i.e. the job can be done without those qualities.

	Essential (E) Desirable (D)	Application (A) Interview (I)
Education		
5 GCSEs including English and Maths grade C or above (or equivalent)	E	A
A Level education or equivalent qualification.	D	A
Skills/Aptitudes		
Strong organisational and time-management skills and a systematic approach to a varied and multi-disciplined role.	E	A/I
Excellent communication and people skills with the ability to engage stakeholders in a straightforward way.	E	A/I
Excellent attention to detail, technical IT administration.	E	A/I
IT commissioning / implementation skills.	D	A
Relevant IT qualification.	D	A
Knowledge/Experience		
Proven ability to work across multiple teams, breakdown organisational silos and build brilliant partnerships based on a customer focussed and pragmatic approach.	E	A/I
Strong commercial understanding, analytical skills and an understanding of business planning, forecasting, business and value case management, as well as budget management.	E	A/I
An understanding of the role of technology as business support, and experience in stakeholder management.	E	A/I
Demonstrable experience in developing and implementing strategies, policies and solutions preferably in a multi-faceted	E	A/I

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business environment. Sound leadership and project management experience.		
An understanding of and empathy with Durham Cathedral's mission.	E	I
An understanding of different delivery methodologies.	D	I
An ability to influence at Board level.	D	I
Personal Attributes		
Conscientious, resourceful and self-motivated.	E	I
Flexible working attitude with a willingness to meet the needs of the team and a working style which reflects the values of the cathedral.	E	I
Creative innovative thinker who is excited by the opportunities that technology can bring to the cathedral and its visitor experience.	E	I
Commitment to continuous professional development	E	I
Circumstances		
Occasional evening and/or weekend working may be required.		