

# BT Lancashire Services

## Business Relationship Manager

<b>JOB TITLE</b>	Business Relationship Manager
<b>LOCATION</b>	County Hall, Preston
<b>DIRECTLY RESPONSIBLE TO</b>	Senior Business Relationship Manager
<b>DIRECTLY RESPONSIBLE FOR</b>	N/A
<b>THIS POST IS SUBJECT TO DISCLOSURE</b>	Yes
<b>PRIMARY PURPOSE OF THE JOB</b>	<p>To perform the Business Relationship Management and Service Level Management functions for BT Lancashire Services Limited, interacting with its customers, both internal and external to help achieve the company's business objectives.</p> <p>By providing the primary method of customer liaison for the whole service they will make a significant contribution to the delivery of the ICT Assurance business objectives so providing a key component of the 'glue' bonding ICT Services together.</p>

### Main Areas of Responsibility

- To work co-operatively with colleagues as part of the Business Relationship Management Team to ensure the successful delivery of the team's objectives.
- To manage own workload to ensure the timely and successful delivery of personal tasks in line with the business needs.
- To perform the delivery the Business Relationship Management and Service Level Management processes for BT Lancashire Services, to their allocated subset of its customers both internal and external, covering both ICT and HR Payroll where required
- To ensure that in delivering their personal workload processes are followed and quality standards are maintained.

## JOB DESCRIPTION

- To schedule, prepare for and attend Service Review Meetings with own subset of BT Lancashire Services customers
- To communicate with customers regarding their business requirements, interpret these and recommend new services as they become available in the catalogue
- To lead on the development of business opportunities with customers
- To liaise with the customer to triage requests made to ICT and HR Payroll
- To feed back the outcome of review meetings to the Senior Business Relationship Manager
- To carry out client communications relating to service issues that impact the client population ensuring relevant information is communicated using appropriate channels.
- To perform the Business Relationship tasks within the Customer Complaints Process, co-ordinating activity across BT Lancashire Services to ensure that each case is satisfactorily resolved
- To assist in the delivery of the Customer Feedback Process to ensure that accurate and meaningful information is provided to BT Lancashire Services senior management
- To conduct regular SLAs reviews with customers as defined by the Senior Business Relationship Manager
- To obtain customer sign off for revised SLAs
- To document the work they undertake as part of the Business Relationship Management and Service Level Management processes, using the agreed standards
- To review own training and development requirements
- To deputise, as necessary, for the Senior Business Relationship Manager in regard to Business Relationship Management issues.
- To support the Senior and Principal Business Relationship Managers in achieving the overall goals of Business Relationship Management.
- Responsible for ensuring that all duties and responsibilities comply with all statutory requirements.
- Undertake, wherever required other responsibilities and duties including work related to 3rd party external business, on behalf of the company, where this is commensurate with the grade of the post. This may entail working from other locations
- Other ad hoc duties as required by the Senior Business Relationship Manager / Principal Business Relationship Manager.

### Communications

- To keep up to date with emerging Information Technology.
- To understand and deliver on the company's Vision and Values.
- Align individual and immediate team objectives to the Vision and Values.
- To liaise with other ICT Staff.
- Actively support a customer first policy in the operation of the service and develop service specific requirements which complement it.
- Effectively establish and manage stake-holder relationships related to Business Relationship Management.

## People Management

- Through positive behaviours, actively inspire and motivate ICT colleagues to promote supportive working relationships and a “can do” culture.
- Through role in the delivery of individual projects, identify requirement for guidance and formal training in Business Relationship Management for other ICT staff.

## Equality

- Play a full part in maintaining a working environment that is enriched by the ethos and practical implementation of a first class equality organisation, both in employment and provision of services. Behave in a manner that ensures the dignity at all times of all staff and customers.
- Demonstrate behaviours that encourage harmonious working relationships with and between staff, customers and suppliers that meet the organisation’s equality standards.
- Be accountable for self-development in equality practice and issues through active participation in associated learning programmes.
- Take all necessary steps to ensure that the provisions of Data Protection Act and related legislation are observed to protect the dignity and rights of the individual.
- Comply with the organisation’s policy requirements in relation to equal opportunities and to ensure the development and implementation of non-discriminatory practices in all aspects of work and service provision.

## Health and Safety

- Ensure that all work functions are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice.

## Quality

- By adhering to documented procedures, play an active role in the achievement and support of all Quality Standards within BTLS - this will include but is not exhaustive; ISO9001, ISO20000, ISO18001, ISO27001, and any others deemed appropriate by BTLS.
- Use performance management information, including performance measures to understand, predict and improve service performance

## Other

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post. This may entail working from other locations.

## JOB DESCRIPTION

- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements and with policy and procedure.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility at the time of writing. It is not intended to be either prescriptive or exhaustive and will inevitably change.

Prepared by: **W Sharp**

Date: **May 2014.**

# BT Lancashire Services

## Business Relationship Manager

**PORTFOLIO:** BT Lancashire Services  
**SERVICE:** ICT  
**JOB TITLE:** Business Relationship Manager  
**GRADE:** 9

**Notes to applicant:** In your application, you should provide evidence of meeting all points on the person specification, particularly those marked \* as they are key criteria.

CRITERIA	KNOWLEDGE AND SKILLS	METHODS OF ASSESSMENT
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Degree or equivalent is desirable</li> <li>Significant Vocational training*</li> </ul>	(A,I) (A,I)
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience in working with Customers and colleagues at a senior level; developing and maintaining excellent working relationships *</li> <li>Significant experience of managing customer relationships and conducting service review meetings *</li> <li>Experience of managing customer complaints*</li> <li>Experience of setting Service Level Agreements*</li> <li>Experience of reporting on performance in a business environment</li> <li>Experience of working within a team of professional staff</li> <li>Knowledge of ICT Service Management Systems</li> <li>A broad technical knowledge of the key functions within ICT and HRP.*</li> </ul>	(A,I)  (A,I)  (A,I) (A,I) (A,I)  (A,I) (A,I)
<b>Skills/Abilities</b>	<ul style="list-style-type: none"> <li>Ability to work in professional and tactful manner when dealing with colleagues and clients*</li> <li>Strong analytical skills and innovative problem solving capability to resolve complex, high risk operational situations*</li> <li>Ability to produce high quality documentation *</li> <li>Ability to plan over medium term horizons</li> </ul>	(A,I)  (A,I)  (A,I) (A,I)

## PERSON SPECIFICATION

	<ul style="list-style-type: none"> <li>• Ability to manage own workload, re-assessing the priority of tasks where necessary*</li> <li>• Able to assist in the development of practices and procedures in the work area</li> <li>• Appreciation of the latest developments in ICT Services</li> <li>• Ability to communicate at all levels *</li> <li>• The ability to assess and manage risks with regard to business relationships.</li> <li>• Ability to proactively generate and /or recognises ideas of value in achieving business improvement</li> <li>• Excellent Organisational skills</li> </ul>	<p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p>
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• Totally focused on service delivery and customer satisfaction *</li> <li>• Understand and anticipate customer’s needs and aspirations</li> <li>• Committed to identifying new and emerging business opportunities, enabling the delivery of solutions that provide an increase in efficiency and reduced costs *</li> <li>• Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust</li> <li>• Totally committed to the principles of equal opportunities for all</li> <li>• Committed to improving the levels of service to all customers</li> </ul>	<p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p> <p style="text-align: right;">(A,I)</p>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Office based, with off-site work as required</li> </ul>	