



IT Business Partner

ICT

Role Purpose

The IT Business Partner (ITBP) has the responsibility to act as the strategic interface with assigned business units or functional area for the purpose of business technology strategy development, solution discovery, service management, risk management and relationship management. The ITBP serves as the business relationship link between business unit and IT. The ITBP provides valued strategic consulting level support and guidance through key IT initiatives. The ITBP communicates decisions, priorities and relevant project information to appropriate levels of staff regarding business unit requests and projects and initiatives. The ITBP partners with business leadership and other key stakeholders to define opportunities and identify and prioritise projects based on predefined criteria (e.g. return on investment, productivity, compliance).

They operate as the key business contact representing IT in promoting IT services and capabilities. The ITBP provides support in delivering technology products that meet the needs of the business. The ITBP focuses on strategic initiatives and planning activities for their business area. They strive to understand market challenges, including customer priorities and competitive issues. ITBPs are proactive and anticipatory in their thinking. They are, by nature, driven and provide significant value to business units. ITBP's facilitates the investment intake process and the high-level planning and execution of business initiatives through the use of technology. They serve a lead role in enabling the business to achieve their objectives through the effective use of technology.

Organisation

Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

Our Aspiration

The home of comprehensive support for neurological conditions

Our Purpose

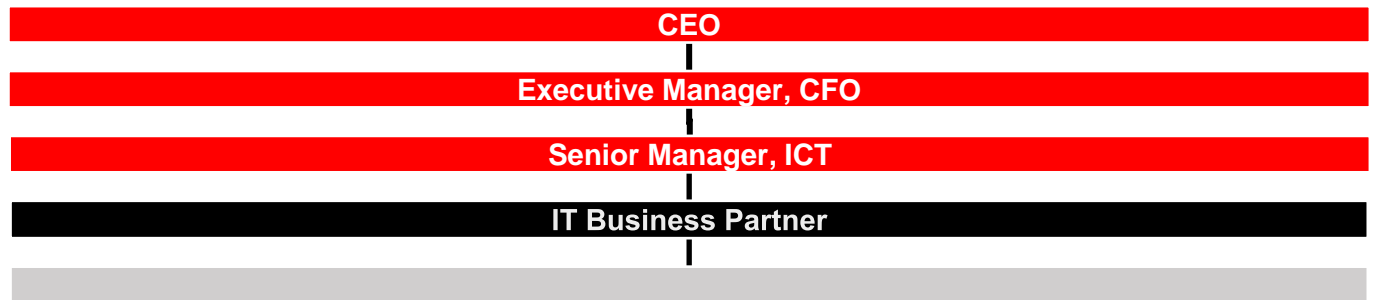
Together on the journey to break down barriers, achieve goals and live well

Our Values

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| Empowerment | We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders. |
| Community | We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives. |
| Expertise | We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation. |
| Creativity | We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly. |
| Spirited | We encourage initiative and look for ways to continuously improve. We show resilience in the face of set-backs, overcome obstacles, and learn from experience. |

Position

Operating Budget \$	N/A
Position FTE (Full time/ Part time)	Full time
Location/s	Blackburn VIC



Key Responsibilities of this role

Strategic / Organisational Leadership Responsibilities

- Responsible for developing long-term relationships with key business stakeholders which facilitates the investment intake.
- Collaborate with key stakeholders to manage the implementation and maintenance of information technology systems in alignment with the Business and IT strategy.
- Identify, analyse and respond to any risks that may arise in the business project prior to its closure.

Operational Leadership / Administrative Responsibilities

- Manage the lifecycle of approved strategic ICT projects (including scoping) through to implementation and handover.
- Develop project plans, goals, budgets and methods for measuring results.
- Investigate, analyse and advise on the appropriateness of ICT systems/solutions based on project requirements.

People Leadership and Relationship Management

- Collaborate with key business and IT stakeholders.
- Collaborate with Customers (Internal and External), Business Units and key vendors.

Key Contacts

- All Business Units and vendors.

Competencies needed for success in this role

Project Management

- Acting as a trusted advisor engaging with stakeholders through the entire project lifecycle.
- Demonstrates strong consulting, facilitation, and negotiation skills.
- Performs thorough business analysis to prepare recommendations and business plans.
- Succinct business case development.

Time Management

- Manages time efficiently, using tools effectively to assist with planning and organising.
- Manages project timeliness.

Analytical and Problem Solving

- Critically analyses problems and business processes.
- Analytical skills to measure and drive key business decisions on process and systems to enable the overall company success.

- Creates and analyses relevant information to develop recommendations to present to senior management.
- Develops and creates solution concepts and business cases for new investments.

Achieving Results

- Shows resilience and proven ability to adapt style and approach to suit varying situations.
- Ensures clarity of understanding of required work, fulfils program and project responsibilities, and achieves performance targets.

Written and Oral Communication

- Demonstrates excellent communication skills and the ability to explain complex technical and security issues in a simple, straightforward manner.
- Demonstrates strong interpersonal, oral and written communication skills, including a professional telephone manner.
- Writes accurate, clear, and informative communications that meet the needs of their intended audience.
- Articulates clear, respectful, and influential messages and information to clients/consumers/customers and colleagues.
- Capable negotiator.

Interpersonal skills

- Strong stakeholder engagement and workshop facilitation skills.
- Works well independently and is a positive contributor to the team.
- Offers constructive feedback and provides balanced and informed perspectives at team meetings. Works to maintain effective and collaborative relationships within and across teams.
- Clearly articulates how the IT strategy will support the business strategy and goals.
- Effectively manages internal and external customer relationships and builds strong rapport.
- Demonstrates strong consulting, facilitation and negotiation skills with internal and external customers including vendors.

Quality, Risk, Safety, Legislative compliance

- Contributes to enhancement of quality practices of the team and ensures that own work meets quality requirements.
- Contributes to identification and control of risks and hazards and takes advantage of emerging opportunities.
- Contributes to identification of health and safety risks and hazards, and ensures safety in own work context.
- Is aware of relevant legislative, regulatory, accreditation and licensing requirements and ensures own and team's compliance in work practices.

Knowledge, Experience and Personal Attributes needed for success in this role

Qualifications

- Essential**
 - Bachelor's degree (B.A. or B.S.) or 5 to 10 years of IT and business/industry work experience, with at least 2 years of leadership experience and 3 years developing and executing strategic plans and/or project portfolios or an equivalent combination of education and experience.
 - Certificate in Project Management.

Knowledge and Experience

- Essential**
 - Proven analytical skills to measure and drive key business decisions on process and systems to enable the overall company success.
 - Track record in being able to conceptualise optimal IT solutions that meet business needs.
 - Ability to develop solution concepts and business cases for new investments.
 - Ability to clearly articulate how the IT strategy will support the business strategy and goals.
 - Strong analytical capabilities, including the ability to critically analyse problems and business processes.
 - Perform business analysis and prepare recommendations and business plans as needed.
 - Create and analyze relevant information and develop recommendations that they present to senior management.
 - Succinct business case development skills focused on the fundamentals:

- Executive Summary
 - Initiative Description (Current Situation and Need for Change)
 - Options
 - Schedule
 - Cost-Benefit Analysis
 - Risk-Change Management
 - KPI's
 - Conclusion or Asks.
- Excellent communication skills and the ability to explain complex technical and security issues in a simple, straightforward manner.
 - Strong interpersonal, oral and written communication skills, including a professional telephone manner.
 - Proven ability to manage internal and external customer relationships and building strong rapport.
 - Proven and strong experiencing in consulting, facilitation and negotiation skills with internal and external customers, Management, and vendors.
 - Resilience and proven ability to adapt style and approach to suit varying situations.
 - Attention to detail.

- Preferred**
- Experience in working for NFPs, or in the Disability sector or Healthcare organisations.
 - Salesforce CRM and O365 experience.

Personal Attributes

- Passionate about the role of NFP and MSL in society .
- Be reliable and accountable for their actions.
- Able to build strong relationships with team members and business stakeholders.
- Be creative.
- Be risk minded.

Licence / Registration or Accreditation

- Project management certificate

Other

Employment Screening

Appointments within MSL are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles you may not be able to commence work or continuing working if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one, or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Employees must provide:

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

Required Screening Checks

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| <input checked="" type="checkbox"/> Police Check | <input type="checkbox"/> NDISWC |
| <input type="checkbox"/> WWVP (ACT/TAS) | <input type="checkbox"/> WWCC |