

## Level: Independent

### Business Relationship Management grade 7

**Typical Roles:** Senior AV Technical Support

#### Transferable skills and competencies

ANALYSING

PRESENTING AND COMMUNICATING INFORMATION

WRITING AND REPORTING

(See pages 52-53)

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

Creating communications for service users; developing user guides and general user information; organising user groups and gathering feedback, and reporting back to senior managers; surveying users to find out about the user experience; facilitating two way dialogue between users and IT; represent IT at various UCL meetings, e.g. departmental/faculty meetings; building and maintaining relationships with the users of specific services; maintaining relationships with external organisations relating to specific services; provide input to supplier review; responding to jobs through the ticketing system and supporting the customer/user; dealing with customer relationships; analysing the jobs raised and finding the most appropriate course of action to resolve this; recording engagement interactions with customers and tracking progress; understanding the peaks and troughs in demand of services and the patterns of business activity; event management support, e.g. communication with room bookings.

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Managing mini projects; develop a deeper understanding of the HE/ research sector.

##### Learning from others

Work shadowing; coaching; join a Community of Practice (CoP); joining external groups and mailing lists; reading trade magazines.

##### Formal learning

Linkedin learning; courses in writing communications for the web, etc; presentation skills

#### UCL Ways of Working

*These describe expected behaviours in line with UCL culture and values (see pages 54-55). For Ways of Working indicators and steps to development please refer to the Ways of Working website [www.ucl.ac.uk/human-resources/policies-advice/ways-working](http://www.ucl.ac.uk/human-resources/policies-advice/ways-working)*

## Level: Advanced

### Business Relationships management Grade 8

**Typical Roles:** IT Service Manager, Digital Education Advice, Service Delivery Management

#### Transferable skills and competencies

RELATING AND NETWORKING

FORMULATING STRATEGIES AND CONCEPTS

PERSUADING AND INFLUENCING

(See pages 52-53)

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

Requirements management - capturing high level business requirements and translating them in a way that can be understood by IT; relationship management of senior stakeholders, suppliers and external organisations, managing expectations, applying influencing and negotiation skills; shaping and surfacing demand for services; comprehensive understanding of the entire service portfolio; responsible for the delivery of service levels agreed with the business; insight and understanding of how services are used; ensuring that UCL gets the best value from its investment in IT and how the value can be unlocked; ensuring excellent customer satisfaction and perception; identifying and understanding trends from a variety of data sources to support business decision making and strategy.

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Gain an understanding of how to build a network; run events to raise awareness of technology within departments; understanding of stakeholder needs; analysing data to provide insight; look for relevant secondment opportunities.

##### Learning from others

Work shadowing; taking an active part in meetings, participating in training sessions; providing small group support on different technologies; preparing support/guidance materials; facilitating events; liaising with and mediation between other operational groups.

##### Formal learning

Certified Member of the Association for Learning Technology (CMALT) qualification; Higher Education Authority (HEA) qualification; Business Relationship Manager (BRM) Practitioner; ITIL service strategy; service level management; training in persuading and influencing.

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## Level: Senior

### Business Relationship management Grade 9

**Typical Roles:** Head of Functional Area, Head of Faculty IT, Digital Education Advisory Leadership Support, ARC Engagement Management

#### Transferable skills and competencies

DECIDING AND INITIATING ACTION

LEADING AND SUPERVISING

ENTREPRENEURIAL AND COMMERCIAL THINKING

(See pages 52-53)

#### Experiences

*Activities and responsibilities likely to be required when working at this level*

Managing and leading a team involved in relationship and engagement activities; have a clear understanding of the organisation in terms of its culture, vision, mission, and strategic direction, in the context of the wider HE/ Research sector, in order to define and manage the capability; surfacing and filtering data and insight and presenting back to senior management across the organisation; building relationships at a senior level; managing financial responsibilities; representing UCL's interests externally e.g. other universities, partners and suppliers; representing IT at strategic meetings across UCL; acting as the point of escalation for service complaints; member of a senior management team setting strategy for relevant parts of the organisation.

#### Personal and professional development

*Development options to consider when working towards this level*

##### Learning on the job

Leading a team; developing initiatives - training, support, etc.; contributing to bids and writing lean business cases; future planning (service planning); preparing reports for senior management; identifying requirements and trends; developing roadmaps; contributing towards strategy.

##### Learning from others

Working in teams to share good practice; presentations to senior management; running a Community of Practice (CoP); presenting at conferences; liaising with and mediation between other operational groups.

##### Formal learning

CBRM qualification; management training; could explore academic qualifications.

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