

# Job Description

## Job title: Lead Business Relationship Manager (BRM)

Faculty/Directorate: Digital and Technology

Job Family: Digital Delivery

Grade: H

Role profile: SMH1

Full time (37 hours per week)

Permanent Date: May 2026

	Duties of the role
<b>Overall purpose of the role</b>	<p>The postholder is a recognised Digital &amp; Technology leader and ambassador in partnering with university stakeholders to shape, influence, and align strategic and operational priorities. They provide overall leadership of the Business Relationship Management (BRM) function, including full line management responsibility for the BRM team. This includes setting strategic direction, establishing best practice frameworks, and ensuring a consistent, high-quality, and fit-for-purpose approach to stakeholder engagement and communication across the University.</p> <p>They are responsible for the Digital &amp; Technology Directorate communications strategy and should act as a Directorate brand guardian, ensuring that both internal and external communications reflect Directorate values and services.</p> <p>They are accountable for ensuring that business needs are clearly understood, effectively articulated, and translated into deliverable outcomes through appropriate governance, processes, and delivery teams within the Directorate</p> <p>The postholder is responsible for the development, oversight, and continuous improvement of BRM reporting, alongside ownership of BRM data and analytics. They ensure robust data governance, integrity, and consistency, using insight to inform decision-making, prioritisation, and performance management at both operational and strategic levels.</p> <p>They provide leadership, coaching, and oversight of stakeholder engagement activities, ensuring services are aligned to customer needs, expectations are proactively managed, and Digital &amp; Technology is positioned as a responsive, strategic, and value-driven partner.</p>
<b>Main duties and responsibilities</b>	<ul style="list-style-type: none"> <li>• Provide strategic leadership for Business Relationship Management across the University, ensuring alignment between institutional priorities and Digital &amp; Technology services.</li> <li>• Lead, manage, and develop the BRM team, setting clear objectives, providing coaching and performance management, and fostering a high-performing, customer-focused culture.</li> <li>• Oversee the delivery of excellent customer service across all BRM portfolios, ensuring consistency in approach and quality. Govern the development, review, and continuous improvement of Service Level Agreements (SLAs) to ensure they remain aligned to evolving stakeholder needs.</li> <li>• Own and lead BRM data, analytics, and reporting, ensuring strong governance, data integrity, and the delivery of clear, actionable insights to support strategic planning, prioritisation, performance management, and senior stakeholder decision-making.</li> </ul>

## Duties of the role

- Work closely with the Digital and Technology product team to facilitate formal requirement gathering, strongly aligned to wider University objectives and strategic framework.
- Undertake assessment and evaluation of future business requirements, to recommend new or changed items in the service portfolio, and to advise the faculty or directorate of how to achieve the delivery of these requirements
- Work closely with the Continuous Improvement Team to identify, address, and propose solutions for process challenges, driving service optimisation and improvement initiatives.
- Be a credible member of senior leadership teams, supporting the development of strategic and operational plans, contributing to Faculty Executive and other leadership committees as appropriate.
- Contribute to the development of the D&T Operating Plan and embed management processes and performance management controls to monitor and realise the objectives of the plan within the post holders remit.
- Collaborate closely with colleagues within the Directorate to manage stakeholder expectations, ensuring clear communication and engagement of relevant teams/expertise for the successful initiation and delivery of projects.
- Perform any other duties commensurate with the job grade as reasonably required from time to time.
- Act in accordance with DMU Values:
  - Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.
  - Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.
  - Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.
  - Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.
- Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.
- All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land.
- The postholder should have a positive attitude towards health and safety, and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

# Person specification

This section provides a list of essential (and desirable) criteria that you will need to demonstrate you meet, throughout the selection process.

Area of Responsibility	Requirements	Essential or Desirable	*Method of Assessment			
			A	I	T	D
<b>Experience, Knowledge, &amp; Qualifications</b>	Educated to degree level or with a relevant professional qualification, or equivalent in job experience.	Essential	✓	✓		✓
	Extensive experience of working in an IT delivery management role.	Essential	✓	✓		
	Experience in building senior relationships and managing key stakeholder relationships	Essential	✓	✓	✓	
	Significant experience in business relationship management, stakeholder engagement, or IT/digital partnerships	Essential	✓	✓	✓	
	Experience of working with external suppliers and agencies.	Essential	✓	✓		
	Demonstrable success in translating organisational strategy into digital/technology roadmaps	Essential	✓	✓	✓	
	Experience in leading and developing high performing teams.	Essential	✓	✓		
	Experience of portfolio demand management and prioritisation	Desirable	✓	✓		

Area of Responsibility	Requirements	Essential or Desirable	*Method of Assessment			
			A	I	T	D
<b>Communication Skills</b>	Demonstrable ability to communicate effectively with diverse internal or external audiences in an inclusive and accessible way.	Essential	✓	✓		
	Strong understanding of current technologies and the ability to articulate their various merits and features in a non-technical way.	Desirable	✓	✓		
<b>Strategic Leadership Skills</b>	Effective planning and organisational skills including forecasting, planning and decision making.	Essential	✓	✓		
	Motivates and leads effectively, will set the strategic direction, and promote collaboration across formal boundaries.	Essential	✓	✓		
<b>Equality and diversity</b>	Able to provide a service to a diverse range of people to promote good relations and equality	Essential		✓		
<b>Our Values and Behaviours at DMU</b>						
Collaborative	Encourage my team to collaborate and share best practices, set clear and aspirational goals, create outcome-focused work plans, and recognise strengths and support development.	Essential		✓		
Compassionate	Provide honest and constructive feedback, foster a safe and open work environment, deliver	Essential		✓		

	difficult decisions with credibility, and act with integrity and transparency.					
Creative	Create an environment that encourages questioning and idea sharing, minimises bureaucracy, facilitates open discussions about mistakes, and involves teams in continuous service improvement.	<b>Essential</b>		✓		
Community	Encourage diverse perspectives, promptly address conflicts and inappropriate behaviours, and foster a culture of mutual respect	<b>Essential</b>		✓		

**\*A = Application Form; I = Interview; T = Test; D = Documentary**