Role Description & Person Profile

Role	
Job title	Business Engagement Manager
Division	Central
Department	Global Technology Services – Information Technology (IT)
Location	Regional
Team Structure Reports to, direct reports, etc**.**	Role reports to Head of Business Engagement

Description	
Impact Statement The contribution of the role to achieving the overall business objective. Span of impact. Main purpose, focus of the role.	This role will provide engagement between IT teams and the business area that has been scoped by the Head of Business Engagement. Working with the local business, local support providers and central IT Teams such as GTS Operations, Delivery and Architect teams, you will ensure IT deliver high quality support and drive changes to the business.

This role will also provide local infrastructure, network and hardware support for end users to ensure the smooth and consistent running of critical business systems. Vendor management, including service reviews, issue management and co-ordination of all support activities will be a key responsibility. The scope will include 3rd party providers for corporate & local infrastructure, ERP systems, warehouse management systems, MES systems along with general IT support including hardware.

Provide guidance to the business for changes, identifying business requirements and progressing these through the change process to project stage. Co-ordinate & facilitate the deployment & implementation of changes by engaging with the business and act as a point of contact for the business in terms of IT.

With the support of Head of Business Engagement, you will ensure you have built relationships with necessary stakeholders, helping to achieve the goals of IT and the business strategy.

The key areas you will cover;
- Relationship between IT and Business for the Day-to-Day
- Management and support of end users, local infrastructure, network, business systems and hardware support
- IT vendor & service management |

	• Change Management • Key User Framework & IT stakeholder Relationships • Continuous Improvement of Systems/ Services • Coordination of Activities between Business and IT teams • Small works Coordination • Communication to business (Upcoming changes, outages etc.) • Impact Analysis to Business • User Training • Managing Testing & Quality assurance • Compliance Adherence including IT audits • IT Continuity Planning (BCP/DR)
Role Objectives The key responsibilities and key accountabilities of role.	**Management of local infrastructure, network, business systems, hardware and end users** • Infrastructure, network & hardware management (pc's, laptops, factory machines, scanners, servers, switches, lines, UPS etc.) Inc. asset register and maintenance planning. • Co-ordinating and managing support for AB Neo Spain's key business systems including ERP, MES, Formulations, Labelling and O365. • Performing vendor & service reviews. Manage issues through to resolution. Tracking, monitoring, progression and communication around logged tickets. • New hardware procurement, configuration and distribution to staff. • Communications management. New mobile procurement, set-up and management. Site communications management with site hardware procurement, phone system management, licenses. • Assist the AB Neo Spain Finance Manager to develop and maintain Business Continuity Plans. • Manage user access to the network and all business applications. Maintain user access framework. • Printer Management. Consumables, maintenance, suppliers and delivery of requirements based on needs. **Change (including Projects & Small Works)** • Engage with IT Operations and Delivery teams in defining, co-ordinating & implementing changes to the business, providing insight & challenge where appropriate, to enable robust & successful outcomes. This could be major IT projects (Capex projects) or small works (OPEX Projects). • Engage with the business to manage business requests with the IT teams, ensuring all requests are robustly assessed, applying insight & challenge where required & that the requirements are

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clearly defined to ensure that they deliver the desired business outcome.
- Continuously look to improve local business processes and adopt new technology solutions via IT functions / third party companies.
- Identify opportunities for process improvements leveraging technologies such as automation.
- Manage business requests to ensure they are logged /mandated in the appropriate manner and fulfilled within agreed timescales & quality by IT.
- Manage business activities to facilitate successful delivery of service/project in accordance to agreed criteria.
- Adopt and follow change management processes as part of IT changes.

Security/ Compliance

- Assist local Finance Managers to develop and maintain Business Continuity Plans, which in turn inputs into overall IT DR Plans.
- While Financial Controllers (or their designates) will be responsible performing segregation of duties testing you will accountable for maintaining the User Access Framework. The Business Engagement Manager should provide assistance to the business in interpreting the security groups & the associated access or function where required.
- Ensure that the business unit is aware of the JML (Joiners, Movers, Leavers) processes. In particular, that the appropriate line manager(s) is responsible for submitting the relevant form in a timely manner to enable IS and third parties to take the necessary actions to complete the activities.
- Ensure users are aware of key IS policies, such as Acceptable usage policy and security policies.
- Work with IT teams to install security patches and keep VPD (Vulnerability Per Device) scores low.
- Work with Finance Manager and IT Governance team to ensure data security, GDPR and FCF (financial control framework) compliance is maintained.
- Assist in monitoring, resolving and mitigating audit points identified locally by auditors.

Support/Requests
- To be a point of contact of major IT issues/requests on sites in scope of position. All incidents need to be logged and addressed within SLA.
- Liaise with the business unit & appropriate support vendor, Central IT or BTS team to enable users to have fault free hardware

	(pc's, laptops, factory machines, scanners, servers, switches, lines, UPS etc.).
	• Co-ordination of applications issues to support key business systems, using necessary support teams, ensuring business are working consistently.
	• Assist in the management of issues through to resolution. Tracking, monitoring, progression and communication around logged tickets.
	• Communications of vital information to our end users in scope.
	• Assist in the resolution of issues of local telephone systems with infrastructure team/ third party support companies.
	• Provide/organise training to employees on business applications where applicable. Including use of O365, local business applications, centrally hosted and cloud applications such as Microsoft Dynamics AX, SaaS applications and web based.
	• Be the local O365 champion and influence users to use this Microsoft stack to their advantage.
	• Escalate on-going issues to IT Service Delivery Manager / problem manager.
	• Build relationships with all third party support companies making sure they fulfil their obligations as part of maintenance contracts; and ensuring users continue to receive excellent user service with minimal downtime.
	• Assist IT teams to keep documentation for sites up to date including Service Summary Sheets, support metrics and infrastructure documentation.
	• Manage & evaluate ABF IT policy compliance and working with the Risk & Security team ensure all AB Agri provisioned software is adequately licenced and that evidence of this is retained in case of enquiry. Where software is acquired locally, ensure that users are aware that it must be appropriately licenced and that users are responsible for retaining the appropriate evidence
Key Stakeholders What are the challenges of the relationships, communication strategies required, etc	It's essential to communicate/collaborate with key stakeholders in this role, especially in bridging the gap between the business and IS teams. Local • Managers, Directors, user base, including office and factory users. • Key users or similar • 3rd Party Support Vendors & Suppliers Central • GTS Operations teams; Service Delivery, Application and infrastructure. • GTS Service Manager • GTS Delivery team including Portfolio managers, project managers and Business Analysts.

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	GTS Architecture team.
	GTS Risk and Security team
	BTS (Business Technology Service)

Scope Depth, breath of knowledge application, ability to innovate, complexity of tasks, budgetary responsibility.	• Good hardware all round IT knowledge which allows for configuration, effective fault finding and issue resolution is important. • Communication skills vital in this role. • Good problem solving abilities, root cause analysis, conscientious approach and perseverance. • Methodical approach to issue management and recording. • Prepare trend analysis information for fault and resolution times. • Able to prioritise work. • Great organisational skills • Able to train users

Person Profile		Essential or Desirable
Knowledge Consider experience, any formal qualifications genuinely necessary or any key areas of knowledge.	• Experience working in a manufacturing or production environment.	E
	• IT Support/ co-ordination role	E
	• Vendor & Service Management	E
	• Functional Business knowledge	E
	• Working knowledge of software and hardware	E
	• Office 365	E
	• Microsoft qualifications	D
	• ITIL Foundation	D
	• Change management	E
	• Project Management	D
Key Behaviours Consider which of our Guiding Principles are particularly relevant and also any role specific behaviours.	• Patience and conscientious working are key to the role.	E
	• Good, open and friendly demeanour is required due to the various people that the role will need to interact with.	E
	• Perseverance will be essential to drive changes forward where multiple stakeholders are required	E
	• Continuously strives to improve self and encourages those around them to do the same.	E
	• Driven by quality and takes pride in ensuring their work is of the highest standard	E

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	• Communicates tasks, targets and estimates clearly and concisely.	E
	• Carries out tasks with energy and enthusiasm.	E
	• Encourages honest and open discussion.	
	• Puts customers first by considering how decisions will affect the customer.	E
	• Actively seeks out clarification about what the customer expects to ensure business requirements are accurate.	E
	• Can use creative abilities to provide solutions.	E
	• Actively seeks out more challenging work, projects and assignments.	E
	• Open minded, flexible and enthusiastic when faced with activities, problems or challenges.	E
	• Strives to meet agreed deadlines and exceed expectations	E
	• Adheres to all company and legislative standards.	E
	• Ability to work on your own	E
Other Factors Travel, shift working, HGV Licence, etc.	• Travel will be required to support regional sites as well as occasional travel to UK Central office.	E
	• Full valid driving licence	E
	• Out of hours work might be necessary at times due to project/ support requirements and is therefore expected within the context of the role.	E
	• Fluent in Spanish and English	E