

## Head of Business Relationship Management(ENEC)

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Company: Arabnews

Location: , , United Arab Emirates

Category: sales-and-related

**Head of Business Relationship Management(ENEC)Activity:** Requirements definition and management  
The definition and management of the business goals and scope of change initiatives. The specification of business requirements to a level that enables effective delivery of agreed changes.  
**Responsibility:**• Determines policy on discovery, analysis and documentation of requirements. • Defines requirements standards and quality targets for an organization in agreement with key stakeholders. • Organizes scoping and business priority setting for strategic business changes involving business policy-makers and direction setters.  
**Activity: Business Analysis & Demand Management**  
The methodical investigation, analysis, review and documentation of all or part of a business in terms of business functions and processes, the information used and the data on which the information is based. The definition of requirements for improving processes and systems, reducing their costs, enhancing their sustainability, and the quantification of potential business benefits. The creation of viable specifications and acceptance criteria in preparation for the construction of information and communication systems.  
**Responsibility:**• Takes full responsibility for business analysis within a significant segment of an organization where the advice given and decisions made will have a measurable impact on the profitability or effectiveness of the organization. • Establishes the contribution that technology can make to business objectives, defining strategies, validating and justifying business needs, conducting feasibility studies, producing high-level and detailed business models, preparing business cases, overseeing development and implementation of solutions, taking into account the implications of change on the organization and all stakeholders. • Guides senior management towards accepting

change brought about through process and organizational change. • Oversees the demand management methodology. • Partners with senior business leaders including Business Unit representatives and their teams to deeply understand strategic and tactical business objectives. • Works with IT Leadership to create and implement business strategies that leverage and integrate IT strategy of architecture, infrastructure, and application development of existing and new technology to achieve business objectives. • Initiates improvement project/initiative based on defined requirements and business value proposition. • Represents business needs in the identification and prioritization of IT performance improvement opportunities.

**Activity: Stakeholder Relationship Management**

During the design, management and implementation of business change and throughout the service lifecycle, the analysis and coordination of relationships with and between stakeholders, taking account of the services they use.

**Responsibility:**

- Supports business change, acting as a single point of contact for senior stakeholders, facilitating relationships between them.
- Ensures that stakeholders understand available IT services, and promotes financial and commercial awareness in order to deliver value-for-money.
- Conducts analysis of demand for services and influences stakeholders to ensure that the necessary investments are made to deliver required services.
- Negotiates at senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Initiates improvement in services, products and systems.
- Maintain and develop a communication plan to provide an overall structure for managing communication within ICT to ENEC users & subsidiaries to ensure clarity and transparency is addressed among users.

**Skills-Technical Competency-Behavioral Competency**

- Critical thinking

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