

Role Profile: Business Relationship Manager

Job Details

JEM Code:	24212
Location:	Hybrid working
Document Date:	21/04/2026
Function:	Place & Public Health
Job Field:	Strategy & Policy
Grade:	D

Job Purpose

The Business Relationship Manager is a strategic partner within a designated business function providing thought leadership, relationship management, and data expertise to ensure that decision-making is consistently evidence-based and outcomes-focused. Their work supports the delivery of strategic priorities by translating business needs into data-driven opportunities. Acting as a trusted advisor, this role builds strong relationships with directors, senior leaders, service managers, and external stakeholders to drive cultural and operational transformation through evidence-based decision-making.

They lead engagement efforts to understand complex challenges and priorities, ensuring these are reflected in data and insight plans. Through exceptional communication and influencing skills, they champion the use of data to solve business problems, promoting transparency, and driving a culture of data-informed decision-making across the organisation. The role acts as a pivotal link between the business and collective data, performance, and analytics teams, ensuring that insight products are timely, relevant, and impactful.

By shaping the insight roadmap and influencing investment decisions, the manager ensures that analytical outputs reflect business priorities. They foster a culture of curiosity and continuous improvement, encouraging data literacy and the effective use of insight across teams. By maintaining consistent engagement and communicating progress throughout delivery, they ensure that data and analytics remain central to transformation and service excellence.

Organisational Accountabilities

Roles at this level will provide expert professional advice to inform corporate management and development of the Council as a whole. They will lead on turning this advice into business cases for political approval. The service delivery requirements and standards are usually clearly defined by the Director with annual staff and financial budgets. The role is accountable for:

- Operational planning and performance review to maintain exceptional service delivery and ensures the political objectives and priorities of the council are met.
- Working collaboratively across the council and thinking commercially, to support the delivery of best possible outcomes for our customers on a financially sustainable basis.
- Maintaining and nurturing collaborative relationships for the function with external organisations, that support the delivery of annual plans.

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| <ul style="list-style-type: none"> ● Implementing changes and continually evaluating service to improve the area of work, while maintaining the highest possible levels of service quality are continually delivered. |
| <ul style="list-style-type: none"> ● Managing complex issues and resources to meet the needs of customers and deliver the best possible outcomes. |
| <ul style="list-style-type: none"> ● Effective utilisation of digital technologies and innovation across the function. |
| <ul style="list-style-type: none"> ● Using professional expertise to translate goals and plans into ways of working that comply with relevant legislation and statutory requirements and manages a level of appropriate risk. |
| <ul style="list-style-type: none"> ● Deliver exemplar customer interactions to individuals and communities which support strong relationships and a reputation for achieving outcomes and resolving issues. |

Functional / Service Accountabilities

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| <ul style="list-style-type: none"> ● Lead exceptional influencing, persuasion, and communication skills to build and maintain strong, trusted relationships with key stakeholders, including Executive Directors and their leadership teams, to shape and develop future data, analytics and performance strategy that aligns with the organisation's goals. |
| <ul style="list-style-type: none"> ● Developing a deep understanding of the challenges faced by senior leaders to shape demand by co-developing business cases and identifying data and performance products and services that address strategic needs. |
| <ul style="list-style-type: none"> ● Ownership of insight portfolio and alignment with executive priorities, translating business context into actionable data solutions and deliver prioritised roadmaps that guide the development and deployment of insight initiatives. |
| <ul style="list-style-type: none"> ● Drive and lead data literacy leadership across council services, providing oversight of the successful delivery of the council's data missions and demonstrating an evidence-led approach to decision making to achieve transformation, outcomes and create a modern digital council for the future. |
| <ul style="list-style-type: none"> ● Leading the dissemination of business intelligence and insights internally to stakeholders to ensure informed decision-making is integrated into the service's operations, continuous improvement and strategic planning. Apply data storytelling principles to communicate insights effectively, influencing and contributing to the growth and continuous improvement and performance improvement. |
| <ul style="list-style-type: none"> ● Champion and market available data, performance and insight services by communicating the service offer and unique capabilities to stakeholders. Drive innovation by horizon scanning and researching emerging methodologies, tools, and technologies. |
| <ul style="list-style-type: none"> ● Advocating for data-driven decision-making across the organisation, influencing perceptions and fostering collaboration to increase adoption and impact of insight services that deliver meaningful change and impact for Essex. Expected to anticipate emerging trends and proactively design insight solutions that future proof organisational decision-making. |
| <ul style="list-style-type: none"> ● Responsible for managing ongoing relationships with internal and external stakeholders by overseeing customer communications, managing risks and resolving conflicts to ensure service excellence and statutory compliance regarding data and insights. Applies advanced analytical |

and consultancy techniques to resolve complex, ambiguous problems with significant strategic impact.
Lead collaboration with EDS, POD, and Transformation to ensure strategic alignment, remove delivery barriers, and clearly communicate the value and impact of data and insight initiatives within the dedicated function.
Responsible for monitoring the impact of insight products from a business perspective, ensuring that service delivery meets expectations and identifying areas for improvement. This includes tracking insight activity and attending strategy meetings to ensure alignment between insight teams and business goals.
Promote and lead for the use of open data by identifying opportunities to publish appropriate datasets and insights in accessible formats, ensuring compliance with legal and ethical standards, and collaborating with partners to develop the Essex Open Data platform to maximise transparency, innovation, and public value.
Specific individual and shared targets and objectives are defined annually within the performance management framework.

Dimensions

Direct budgetary responsibility	None
Indirect budgetary responsibility	Indirect responsibility for Data, Performance and Analytics budget of £4m p.a.
People management responsibility	None
Breadth of role	Influencing senior level internal stakeholders, external stakeholders. Business Relationship Managers hold the relationship between data teams and Executive Directors. The role will have responsibility and ownership of the portfolio of work delivered by the data teams to the function. This work has high value to functions and carries impact operationally, strategically, and reputationally. The role significantly influences organisational strategy and service delivery outcomes through ownership of insight portfolio and alignment with executive priorities. The role manages complex, multi-stakeholder environments across functions and external partners, influencing strategic decisions. Decisions made affect multiple service areas, external partnerships, and long-term organisational performance.

Skills, Knowledge and Experience

Qualifications and professional memberships	Educated to degree level in a relevant discipline (e.g., Business Intelligence, Data Analytics, Public Administration, or a related field), or equivalent professional experience demonstrating expertise in insight generation, stakeholder engagement, and strategic data use. Accredited to BRMI Business Relationship Manager Professional (BRMP) or working towards accreditation.
Specialist knowledge, skills, and experience	Evidence of continuing professional development in data analysis, performance reporting, or stakeholder management.
	Practical experience of relationship building and management in a complex organisation, creating business partnerships that build trust to enable co-designed data driven solutions.
	Demonstrated ability to manage long-term strategic relationships with internal and external stakeholders. Skilled in understanding business needs, translating them into data and insight requirements, and ensuring alignment between service priorities and analytical capabilities.
	Proven experience in translating complex data and analytical outputs into meaningful insights that inform business strategy, operational planning, and service improvement. Ability to align insight delivery with organisational priorities and stakeholder needs.
	Experience in influencing organisational change through insight-led engagement. Skilled in managing expectations, navigating complexity, and building trust with senior leaders and operational teams.
	Demonstrated ability to work across departments and disciplines to identify shared goals, coordinate insight requirements, and ensure consistent messaging and delivery of analytical products.
	Expertise in managing complex, multi-stakeholder environments across functions and external partners, influencing strategic decisions. Awareness of digital technologies, architecture principles, and emerging trends to support broader strategic capability data, performance and insight. Excellent leadership and communication skills that influence and inspire.