

MCARTHURGLEN

GROUP

Job Title	IT Business Partner	Function/Region	IT/ Group
Reports to	Head of Solutions	Band	4
Location	Rome/London/other		

Our Mission

'To create the finest retail experiences.'

Our Purpose

'Making the extraordinary possible'

Purpose

The IT Business Partner plays a key role in delivering the organisation's objective of closer, more effective partnership with Centre operations teams, including Centre Management and Facilities Management.

Acting as the primary interface between assigned Centres and the IT function, the role translates operational needs into aligned, secure and scalable technology solutions, while upholding enterprise IT standards and reducing unmanaged or "grey IT". The role builds strong day-to-day relationships with centre teams, ensuring IT services are understood, prioritised and delivered in a way that supports operational performance. Reporting to the Head of Solutions, the role works closely with IT functional teams and third-party partners, balancing customer advocacy with adherence to IT strategy, architecture and governance.

Key Responsibilities

Business Partnership & Engagement

- Build and maintain strong, trusted relationships with Facilities Managers, Centre Managers and wider Centre teams through regular on-site engagement
- Act as the single point of contact for IT delivery for assigned Centres, establishing clear and sustainable communication channels
- Represent Centre needs within IT, while ensuring enterprise standards, security and strategic objectives are consistently upheld

Demand Management & Prioritisation

- Assess Centre technology needs across areas such as end-user computing, business infrastructure and networking
- Apply a shared prioritisation approach to balance local requirements with enterprise initiatives and delivery capacity
- Develop and maintain aligned Centre-level roadmaps, providing transparency of priorities, dependencies and timelines
- Identify synergies across Centres (particularly at regional level) to enable shared solutions, efficiency and cost optimisation

Solution Shaping & Delivery Support

- Collaborate with IT functional teams to evaluate and shape appropriate solutions, technologies and tools
- Support delivery of Group initiatives and local Centre requirements, ensuring solutions are scalable, secure and cost-effective
- Make technology accessible by explaining technical concepts clearly and reducing unnecessary complexity

Change, Adoption & Performance Insight

- Support introduction of new IT processes and solutions into Centre business-as-usual operations
- Provide training and guidance on IT systems and processes where required
- Keep Centre teams informed through relevant IT performance insights, including operations, security, network performance and service metrics

Continuous Improvement & Ways of Working

- Work with other IT Business Partners to define and maintain a consistent engagement and feedback framework with Centres
- Gather and use two-way feedback to refine operating models, processes and service effectiveness
- Proactively identify risks, issues and improvement opportunities, escalating appropriately

Skills and Experience

Insight & Judgement

- Applies sound judgement when balancing Centre needs with enterprise standards and strategic objectives
- Proactive problem-solver, able to anticipate issues and raise them through established processes
- Comfortable operating in ambiguous environments and managing competing priorities

Communication & Influence

- Strong interpersonal and communication skills, able to build consensus with senior stakeholders
- Explains technical concepts clearly to non-technical audiences
- Influences decisions through evidence, clarity and trusted relationships
- Able to calmly and professionally defend a position when required

Collaboration, Relationships & Inclusion

- Proven ability to work effectively across Centre teams, IT functions and third-party suppliers
- Builds trusted, day-to-day relationships in operational environments
- Collaborative and inclusive approach to cross-functional working

Execution, Delivery & Performance

- Strong organisational skills, able to manage multiple initiatives across different domains
- Maintains high standards of documentation, governance and delivery discipline

Learning, Adaptability & Future Readiness

- Resilient and adaptable when priorities change
- Open to learning new technologies, services and ways of working
- Continuously seeks opportunities to improve service delivery and customer experience

Business, Commercial & Digital Acumen

- Strong analytical capability to assess issues and support sound decision-making
- Customer-centric mindset, focused on delivering solutions that meet real operational needs

Requirements

- Experience supporting or coordinating delivery of technology initiatives, ideally site- or location-based
- Working knowledge of networking technologies (WAN, LAN) and end-user computing
- Experience engaging with infrastructure and operational technology environments

Our Success Framework



McArthurGlen, an extraordinary experience for everyone

At McArthurGlen we value the diversity of our people.
We celebrate difference and believe that everyone is extraordinary.
We are committed to building a culture where our opinions and contributions are listened to and respected and anyone can be themselves.
We learn and grow together, we all belong.