Role Profile and Specification – Digital & Customer Services Transformation Manager

Service Area	Corporate Resources
Role Title	Digital and Customer Services Transformation Delivery Manager - Future Tandridge Programme
Location	Oxted/Agile
Reports to	Head of Transformation and Business Support
Salary/Grade	M3
Duration/Hours	12 Month Fixed Term Contract/37 hrs per week

Job Purpose

Digital and Customer Services Transformation delivery manager required to join the Future Tandridge transformation programme at Tandridge District Council to deliver savings and benefits to the council and its residents.

To ensure that the project delivery is scoped and delivered to time and budget using standard project management techniques, whilst working with stakeholders to build excellent relationships.

Key Objectives

- Work with the team and external parties as required to create the Digital and Customer Services business case to be taken to Committee in December 2022
- Create the team and the delivery plan required to deliver the benefits and deliverables as identified in the above business case.
- Confirm resources required to deliver the project on schedule and to agreed cost.
- Regular project planning including the review of plans and deliverables.
- Monitor and report progress against plan, ensuring corrective action is taken where necessary.
- Control project scope and proposing any variations to scope and budget to the programme manager and sponsor.
- Identify, resolve or escalate issues as necessary, invoking escalation procedures when necessary.
- Capture and managing project level risks, escalating to programme where applicable.
- Assist in the communication of project progress to the business.
- Control costs & expenses to agreed budget.
- Work closely as required with other colleagues to ensure that overall project and business requirements are satisfied.
- Ensure the project produces the required products within the specified tolerances of time, quality, scope, risk and benefit.
- Be responsible for the project producing results capable of achieving the benefits defined in the business case.

Accountabilities:

Analysis, Reporting & Documentation

- Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.
- Analyse and make recommendations for improvement or development of existing systems, processes or policy.

Planning & Organising

- Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery.

Finance/Resource Management

- May assist with budget/resource/funding management in accordance with the council policies and procedures.
- May have delegated responsibility for a budget(s).

Work with others

- Liaise internally and externally to ensure the department / service issues are appropriately represented and acted upon.
- Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.

Person specification

Qualifications / Education

Essential	Desirable
Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. Formal project management qualification such as PRINCE2 or APM or ability to demonstrate equivalent experience.	Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.

Experience

Essential
- Demonstrate an advanced understanding of design, technology and data principles. - Experienced in meeting the needs of users across a variety of tools and channels. - Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. - Ability to understand, meet and exceed customer expectations. - Proven problem-solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.

- Proven ability to manage a range of projects through to completion.
- Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public.
- Previous management experience including staff supervision, development and organisational skills.
- Proven track record of having delivered Digital transformations/digital projects.
- Ability to think innovatively and design and deliver client oriented digital solutions
- Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes.
- Ability to work collaboratively with internal and external teams.
- Proven ability to manage budgets and available resources to deliver effective support to their areas of responsibility.
- Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.
- Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change.
- Proven ability to assess risks and benefits in a complex environment and respond appropriately.
- Substantial experience in successful leading, motivating, coaching and mentoring and developing staff.

Key Skills and Knowledge

Essential	Desirable
- Experience of delivering projects in the public sector, on time and on budget - Excellent record of stakeholder management - Be able to define and create approaches to digital project delivery - Ability to prioritise and use initiative - Calm under pressure - Understanding of the broad requirements of the data protection principles. - A commitment to equality and diversity	- Able to think strategically and be an ambassador of change - Up to date with digital trends and able to use those to deliver digital strategies that will develop and advance the council and be aware of how other sectors are delivering their digital strategies