

Role Profile and Specification – Transformation Programme Director

Service Area	Resources
Role Title	Transformation Programme Director
Location	Oxted/Agile
Reports to	Director of Resources
Salary/Grade	HOS2
Duration/Hours	12 - 24 Month Fixed term / 37 hours per week

Service Area Purpose

- Ensuring that the Council has a robust approach to transformation that meets operational and budgetary requirements and that is championed and promoted by all Heads of Service.
- Taking the lead on specific transformation projects and programmes that typically cut across the Council.

Role Purpose

- Responsible for supporting EMT to shape and delivering the Council's approach to Transformation.
- Directing and managing change programmes to ensure that all agreed objectives are met, and robust governance arrangements are met and followed.
- Developing the future transformation programme to deliver the future operating model of the Council.
- Delivering strategic change programmes including:
 - Future Tandridge Programme
 - Digital Transformation
- Supporting development and delivery of the People Plan
- Working with the Director of Resources and Management Team to set achievable savings targets over the Medium-Term and annually.
- Managing the change programme for specific services.

Key Objectives of role

The Transformation Programme Director role sits within the Council's Management Team, with the specific brief to provide leadership on the future transformation of the Council. The role is key to the development of an agile, digitally focused organisation and encompasses the delivery of improvements in service delivery performance and also supporting the development of corporate culture and the user experience of our residents.

Specific Responsibilities

- Design and delivery of the Council's transformation programme.
- Ensuring a robust approach to decision making within transformation projects, building on the input from key stakeholders.
- Delivery of specific strategic change programmes.
- To brief councillors on transformation programmes, in particular the Chair of Strategy and Resources Committee
- To lead effective communication strategies that support transformation and change across the organisation to internal and external audiences.

General

- Lead the Transformation Function to deliver corporate priorities in compliance with all relevant policies, procedures and regulations including budgetary control frameworks and business partnering guidance.
- Adopt a continuous improvement approach to develop and deliver services and projects in line with the Council's Leadership Competency Framework.
- Effectively commission and client-manage goods and services delivered by external parties on behalf or to the Council.
- Translate corporate strategy and priorities into service delivery policies and procedures.
- Lead on policy, programme, project, performance and risk management within the service area(s) to reflect best practice and organisational learning.
- Manage the integrity and control of projects and programmes within the service area(s) in line with the corporate objectives and capacity to deliver.
- Communicate effectively with Councillors, ensuring they are well briefed and engaged.
- Lead and manage staff including setting clear targets and objectives and proactively managing workflow, priorities and performance and carrying out effective recruitment, induction, coaching and ongoing staff management and development.
- Represent the Council in dealings with external partners, businesses, government and other agencies.
- Support the development and delivery of the Council's channel shift and customer engagement strategies, ensuring they support service delivery and intelligence gathering.
- Play a proactive, positive and engaged part in the Council's Extended Management Team, supporting corporate initiatives, corporate transformation and the overall management of the organisation.
- Support colleagues on EMT to deliver priorities, provide resilience and create a 'one team' culture.
- Substitute as necessary for colleagues on the Extended Management Team
- Be responsible for the budgets associated with this post.
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this post.
- The post holder may be required to work evenings, weekends and occasional public holidays, to meet the needs of all service users and stakeholders.
- Be part of the Emergency Out of Ours EMT Duty Rota.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none">• Educated to degree level or relevant demonstrable professional experience.• Evidence of continued professional development.	<ul style="list-style-type: none">• Relevant programme or project management qualification.

Experience

Essential	Desirable
<p>Specific</p> <ul style="list-style-type: none">• Experience of designing and delivering a large and complex change programme, managing the organisational and cultural impact and a track record in delivering of critical success factors. <p>General</p> <ul style="list-style-type: none">• A successful track record as a senior manager in an organisation with accountability for a service or number of services.• Experience of working at senior management level, influencing and providing guidance to a wide range of stakeholders.• Strategic thinking and skill in grasping complex issues, balancing multiple competing priorities, while keeping sight of the big picture to shape the Council's corporate plan.• Experience of leading, motivating and developing teams to deliver services and continuous improvement, recognising and addressing skills gaps across teams.• Developing and delivering service plans to achieve corporate objectives.• Successful development of organisations through the formulation of key policies, corporate objectives, commissioning and strategy.• Evidence of using personal influence to implement innovation in the delivery of services, service improvement or other areas of organisational performance.	<ul style="list-style-type: none">• Working in a matrix environment where cross team and corporate working are essential.• Experience of climate change and economic development.• Experience of working with business improvement districts.• Commissioning and contract management.

<ul style="list-style-type: none"> • Planning and successfully delivering projects and programmes. • Managing conflicting priorities often under pressure. • Experience of managing change and/or transformation. 	
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Key Skills and Knowledge

Essential	Desirable
<p>Specific</p> <ul style="list-style-type: none"> • Leading, motivating, and managing multi-disciplinary programme teams to achieve significant, sustainable improvements and positive outcomes. • Driving service improvements through robust performance and project management. • Managing large budgets and risk. <p>General</p> <ul style="list-style-type: none"> • Strong leadership skills with the ability to engage and work with senior leaders, politicians and external partners, building trust and credibility. • Seeks out collaborative opportunities internally and externally, sharing knowledge and building relationships to resolve important issues. • Exceptional communicator with ability to communicate effectively with a range and variety of audiences and work well with other teams. • Political awareness and understanding of the dynamics between elected members and officers, decision-making in local authorities and the relationship between other agencies. • Exceptionally professional in approach and ability to act with discretion. • Collaborative and personable, with an ability to build positive working relationships and influence at all levels of the organisation. • Able to apply key skills and knowledge to areas of the service which have a broader strategic impact across the Council either internally and/or externally. • Able to assimilate a wide range of complex and difficult information to 	<ul style="list-style-type: none"> • An understanding of data management and architecture. • An understanding of alternative methods of service delivery, including commissioning.

<p>resolve difficult problems and issues which have a broader strategic impact across the Council either internally and/or externally.</p> <ul style="list-style-type: none"> • Able to contribute to the development of broader strategic policy direction and implementation. • Able to analyse data from a variety of resources and present in a clear and compelling way, using insight where appropriate. • Using performance indicators to drive business improvement and strategic outcomes. • Able to drive transformation and act as a change champion, encouraging original thinking and identifying new ways of working. • Financially and commercially aware with a focus on delivering value for money within budget, supporting the identification of savings and opportunities, and managing risks. • Ability to drive and deliver results, performance and continuous improvement. • Ability to think corporately and strategically, proactively exercising judgement and initiative to resolve issues. • Ability to deliver high levels of stakeholder and customer service. • Ability to think innovatively and practically. • Report writing skills. <p>Standard</p> <ul style="list-style-type: none"> • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity. 	
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All EMT Posts are Politically Restricted