

JOB DESCRIPTION

POST: TRANSFORMATION OFFICER	POST NO: CX28, CX29, CX32, CX36
DIVISION: Digital and Transformation	
SCALE: H/I	
<p>ANY SPECIAL CONDITIONS:</p> <p>(a) <u>Career Grade</u></p> <p>Scale H – The post holder is able to carry out the majority of all duties of the post, but requires additional training, supervision and/or experience.</p> <p>Scale I - The post holder is capable of undertaking all of the duties of the post satisfactorily with minimal supervision.</p> <p>Progression to Scale I is at the discretion of the Transformation Manager having regard to the competence of the post holder and the availability of work at the appropriate level.</p> <p>Ability to attend evening meetings as and when requested.</p>	
RESPONSIBLE TO: TRANSFORMATION MANAGER (CX4)	
RESPONSIBLE FOR (POSTS): None	
<p>MAIN PURPOSE OF POST:</p> <p>This role has a broad remit, covering business analysis and service redesign (Systems Thinking, Lean etc.) to support organisational programme coordination and project management capacity to deliver the Council’s transformation agenda. This includes coordinating and driving the Transformation Programme; working with the business to identify and specify requirements; project managing identified elements of the programme; and providing assurance to the Corporate Management Team around the wider performance of the organisation.</p>	
<p>SPECIFIC DUTIES OF POST:</p> <ul style="list-style-type: none"> • Proactively challenge the way the Council works both in the development and delivery of the Transformation Programme. • Lead & Project Manage interventions to deliver the Council’s Transformation Programme, including improved customer service, based on what matters to the customer in order to increase efficiency and where possible reduce costs. • Be an ambassador for the principles of the transformation the Council is seeking to achieve so that teams within the Council can redesign their services deliver change and sustain improvements. • Work with elected members, both in terms of the principles and delivery of the transformation programme, and to engage them as appropriate in specific interventions. Work with teams across the organisation to identify where efficiencies can be made through change in process and 	

service redesign. Using business analysis techniques and tools, document the requirements so they can be delivered through structured project management.

- Change the culture of the Council so that it is in line with the values and behaviours and the new ways of working by coaching and supporting members, leaders and front line staff
- Facilitate cooperation between services undertaking change to ensure that processes crossing boundaries are working to the benefit of the Council.
- Use knowledge and data to challenge the way in which current systems are working and ensure that decisions are based on evidence.
- Ensure that risk is appropriately managed during change including assurance regarding the performance of our business as usual.
- Support colleagues with the methods required to undertake change and provide coaching to ensure that the Council's pool of expertise is sustainable and resilient.
- To strengthen and maintain the Council's quality assurance, learning mechanisms and performance management, in relation to the Transformation Programme and business as usual.
- Develop the Council's performance management framework to give members and senior leaders an accurate and insightful appreciation of trends in performance and the underlying reasons for those trends

Other corporate duties

- To ensure that all duties are carried out in compliance with statutory provisions and with the Council's policy for health and safety.
- To ensure that all duties are carried out in compliance with the Council's Corporate Equalities Scheme.
- To ensure that all duties are carried out in compliance with both environmental legislation and the Council's Environmental Policy and commitment to EMAS (Eco Management & Audit Scheme).
- To carry out such other duties as the Transformation Manager may from time to time reasonably require.

NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.

AMENDMENT DATE: 12th July 2019

POSTHOLDER'S SIGNATURE:

CANDIDATE SPECIFICATION

POST: TRANSFORMATION OFFICER	POST NO: CX28, CX29, CX31
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CHARACTERISTICS	ESSENTIAL	DESIRABLE
<p>SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)</p>	<ul style="list-style-type: none"> • Strong analytical & research skills • Project management skills • Able to manage and coordinate own workload effectively • Strong time management skills • Strong understanding of the whole systems approach • Able to analyse and synthesise issues and propose options for change • Strong engagement, communication & presentation skills • Able to secure commitment & co-operation from others • Strong written skills • Able to lead teams & bring challenge • Ability to think strategically • Strong ICT skills • Ability to build excellent working relationships at all levels. 	
<p>KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)</p>	<ul style="list-style-type: none"> • Excellent understanding & awareness of latest local government thinking • Excellent understanding of Systems Thinking and/or Lean principles & methodology. • Excellent understanding of the importance of measures and performance management. • Excellent understanding of the importance of value for money. • Good understanding of democratic accountability and political awareness 	
<p>QUALIFICATION/ TRAINING (Education/vocational qualifications and other training)</p>	<ul style="list-style-type: none"> • High standard of education 	<ul style="list-style-type: none"> • Degree or equivalent • Project Management qualification / accreditation • Business Analysis qualification

VERIFICATION WILL BE REQUIRED		accreditation
EXPERIENCE (Level and type of previous experience)	<ul style="list-style-type: none"> • Experience of leading multi disciplinary teams and working with senior leaders and politicians. 	
QUALITIES (Particular qualities necessary to carry out the works e.g. ability to work co-operatively in a team, use own initiative)	<ul style="list-style-type: none"> • A positive attitude towards customer service • A commitment to designing services from the customer's perspective. • Politically sensitive • Team player • Able to work under pressure and to tight deadlines • Able to use initiative and take decisions • Flexible and adaptable to change 	
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)	<ul style="list-style-type: none"> • Ability to attend evening meetings as and when requested. 	