

Transformation Officer

Job Description and Person Specification

Directorate:	Transformation and Change	Service:	Policy, Data Intelligence and Change
Responsible to:	Service Manager - Policy, Data Intelligence and Change	Responsible for:	None
Grade:	Grade 9		
Location:	Civic Centre – Poulton-le-Fylde		

Job Purpose:

You will support the Service Manager - Policy, Data Intelligence and Change in the delivery of the Council's Transformation Programme (including Local Government Reorganisation) and to provide project management advice and support to achieve the ambitions of the Council Plan.

Key Tasks & Responsibilities:

- To contribute to the annual Council Plan refresh and support effective monitoring and reporting arrangements of the Council Plan projects.
- To lead/support individual service and transformation reviews within the annual programme.
- To support the work of the Transformation Board and the Transformation Champions Network.
- To coordinate the Project Management Framework, including updating the system and training colleagues.
- To map and analyse current services/processes, constructively challenging working practices with recommendations to redesign and improve.
- To facilitate and co-design new ways of working alongside colleagues to gain buy-in and achieve the maximum benefit.

- To prepare reports to Corporate Management Team and the Transformation Board highlighting key issues in reviews and making recommendations.
- To support the Council Plan Project Managers in developing their community of practice, sharing knowledge and developing processes and skills.
- To develop strong working relationships with colleagues in the Council to enable collaborative problem-solving.
- To encourage innovative practice within the Council by maintaining an awareness of best and emerging practice from across local government and the wider public sector.
- To support service colleagues to have auditable procedures in place for performance measures with appropriate improvement targets and delivery plans.

Corporate Responsibilities:

The postholder will be expected:

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Educated to degree level or equivalent experience	Essential	Application
Project Management qualification eg Prince 2 practitioner	Desirable	Application





SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Ability to communicate effectively and authoritatively both orally and in writing, with councillors, officers, partner organisations and the public	Essential	Application/Interview
Ability to oversee the delivery of projects and leading reviews of council services and making recommendations for change	Essential	Application/Interview
Ability to work at pace, juggle priorities, and assimilate new information quickly and ability to make sound decision and judgements	Essential	Application/Interview
Ability to use IT applications to manage and manipulate information and of researching information (textual, financial and statistical) from a variety of sources to present it in a consistent, concise and understandable way, both orally and in writing	Essential	Application/Interview
Ability to nurture working relationships to co-create solutions	Essential	Application/interview
Ability to map business processes and identify improvements	Desirable	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of challenging and improving service delivery, demonstrating clear impact	Essential	Application/Interview
Experience of successfully managing own workload in an environment where deadlines and priorities frequently change and are often conflicting	Essential	Application/Interview
Experience of using performance information to produce analytical summaries that facilitate service improvement	Essential	Application/Interview
Experience of working collaboratively with a broad range of internal and external individuals and groups	Essential	Application/Interview

Experience of working in a large organisation and reporting to a Board or elected members	Desirable	Application/Interview
Experience of stakeholder engagement using a range of approaches	Desirable	Application/Interview
Experience of developing and running workshops or training	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Sandy Lee

Date: 20/8/24

Post Holder Signature:

Date: