



Job Description

Job title	Transformation Manager	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing and Projects	Salary	Up to SK18 (£49,530 per annum)
Location	Currently mix of home and office-based working	Contract	Permanent

Main Job Purpose

To deliver the Council's Transformation Programme and preparation for Local Government Reorganisation (LGR) including leading key projects to implement service improvements across the Council. The post holder will be expected to work alongside service areas to identify opportunities where AI tools and capabilities could be implemented to transform service delivery. They will work collaboratively with officers across the Council using recognised project and change management principles to ensure the successful delivery of the programme. The postholder will manage a team of project officers who will support service areas with the delivery of the programme.

The postholder is also responsible for the line management of the Business Support Unit who deliver a range of admin functions for service areas across the Council and co-ordinate the Council's complaints service.

This role is not politically restricted.

Main Statement of Responsibilities

- Lead programme officer for the preparation for Local Government Reorganisation.
- Responsible for planning and leading key transformation projects identified by Service Areas providing regular updates to the Corporate Management Team including the outcomes achieved.
- To work with Heads of Service to identify areas of transformation and provide support with the design and development of service area change.
- To support services with developing businesses cases which evidence the benefits/opportunities for service improvement/redesign.
- Support the Heads of Service team with enabling project manager support including the provision of regular project progress reports, project closure reports and undertake lessons learnt.
- Support the Council with developing and maintaining project management plans which include the progress of delivery, highlight any risks/mitigations and RAG ratings for each project.
- Ensure all projects have an adequate level of project support.
- Proactively work with colleagues across the Council building positive relationships, ensuring effective communication and engagement throughout project delivery.



- Proactively review best ways of working which can be discussed with Heads of Service when reviewing service delivery redesign
- Manage a small team of project officers ensuring regular 1-2-1's are undertaken and development needs are identified.
- Use innovative approaches to design and deliver the transformation programme.
- Support the development of a culture of continuous service improvement across the Council.
- Manage the Business Support Unit including identifying areas where the provision of admin services could be expanded across the Council to improve service resilience.
- Co-ordinate the production of the Corporate Plan and the State of the District Report
- Co-ordinate the production of annual service plans ensuring they align to the Council's Corporate Priorities.
- Undertake any other duties requested by the line manager in line with the grading of this post.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.



- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Detailed knowledge of change and project management methodologies
- Experience of delivering transformation and change programmes in large, complex organisations
- Knowledge of developing, managing and monitoring transformation projects
- Experience of communicating complex issues to a wide variety of both internal and external stakeholders.
- Experience of providing project advice to key stakeholders.
- The ability to analyse and interpret complex information and data to ensure that all options are evaluated and considered prior to recommendations being proposed
- The ability to resolve complex problems by examining the issues to provide practical solutions
- Ability to manage change in a positive and collaborative way.
- Ability to constructively challenge key stakeholders when developing and implementing project plans.
- Ability to manage people and resources to ensure priorities are delivered.
- Demonstrate a broad knowledge of the current challenges facing local government.
- Experience of managing and monitoring budgets
- Experience of staff management including challenging underperformance if required.

Desirable

- Experience of working in local government
- Experience of working with elected members
- Understand the principles of Local Government Reorganisation



Relevant Qualifications

Essential

- Recognised project management qualification
- Evidence of continual professional development

Desirable

- Management qualification
- Educated to degree level

Communication and Interpersonal Skills

Essential

- Ability to communicate complex information both verbally and in writing with a wide variety of stakeholders
- Ability to motivate others and to work as part of a team to ensure that project timescales are adhered to
- Experience of producing project reports and delivering presentations
- Customer focused approach with a drive for continuous improvement
- The ability to influence and persuade stakeholders to ensure the desired outcome is achieved for the Council
- Ability to work alongside peer group manager