

## HARBOROUGH DISTRICT COUNCIL - JOB DESCRIPTION

POST: TRANSFORMATION OFFICER

TEAM: TRANSFORMATION

GRADE: 5

POST NO.:

SERVICE AREA: ICT & Transformation

RESPONSIBLE TO: Business Planning and Performance Manager

RESPONSIBLE FOR: NA

### VARIATIONS TO STANDARD CONDITIONS OF SERVICE

1. This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employee's job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. This post is politically restricted.
3. This post will be required to attend meetings outside of the normal working day.
4. Casual Car User

DATE ISSUED: January 2026

### JOB PURPOSE:

1. To support the Lead Transformation Officer with change and transformation at Harborough District Council to deliver and embed a culture of continuous improvement.
2. To provide support and advice in relation to transformation and improvement projects.
3. To act as an ambassador for transformation and change, leading by example.
4. With direction from the Lead Transformation Officer, support the development and delivery of the Council's Transformation and Change Management programme.
5. To support heads of service to monitor the success of transformation and change management programme successes and benefits realisation

6. To support the Lead Transformation Officer to deliver identified opportunities for service redesign and process improvement and support the development and implementation of ideas to continually develop the transformation and change programme.
7. As directed by the Lead Transformation Officer support process redesign with appropriate management processes/tools, ensuring Value for Money principles are evidenced.

#### PRINCIPAL RESPONSIBILITIES:

1. To Support the Lead Transformation Officer to deliver the Council's transformation and change programme which is made up of complex individual projects.
2. To encourage new ways of working and influence change across the organisation.
3. To research new opportunities for transformation to deliver modern and effective services.
4. To support the undertaking of process reviews and support the Lead Transformation Officer to evidence the purpose and priorities for change.
5. To work with the Lead Transformation Officer to support the development of reports, dashboards, and data insight tools.
6. To undertake data and trend analysis, produce reports for the Business Planning and Performance Manager, Lead Transformations Officer, colleagues and other key stakeholders.
7. To gather evidence and maintain records of savings and benefits realised through transformational activity.
8. To Support the Lead Transformation Officer to organise and prepare key meetings including Project Boards, meetings and workshops, ensuring decisions and actions are captured and followed up where required.
9. Establish and sustain effective working relationships with colleagues throughout the Council providing support to deliver in line with corporate strategy, and influence and motivate others to achieve this.
10. Work with the Lead Transformation Officer to support continuous improvement of policy and procedures pertaining to service delivery.
11. Identify improvements in the capacity of the organisation for transformation, using the Local Government Association (LGA) framework and other tools that may be available.
12. As a term of employment, the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.
13. To uphold and display the HDC behaviour competency framework to at least level 2.

14. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies

### **Health and Safety**

1. To be familiar with and at all times comply with
  - a. the Council's general health and safety policy,
  - b. the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
  - c. local department specific health and safety procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
3. To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
5. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

**HARBOROUGH DISTRICT COUNCIL – PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Transformation Officer				
<b>TEAM:</b>	ICT & Transformation				
<b>POST NO:</b>		<b>GRADE:</b>	5	<b>WEEKLY HOURS:</b>	37
<b>ALLOWANCE:</b>	Casual Car User				
<b>CONTRACT TYPE:</b>	Permanent				

<b>TYPE OF CRITERIA</b>	<b>ESSENTIAL REQUIREMENTS:</b> Minimum requirements for the successful completion of the job	<b>ASSESSMENT</b> A / I / E	<b>DESIRABLE REQUIREMENTS:</b> Elements that contribute to improved / immediate performance in the job	<b>ASSESSMENT</b> A / I / E
<b>QUALIFICATIONS</b>	Level 4 qualification (HNC, diploma, NVQ etc) in a relevant discipline or equivalent or equivalent demonstratable experience  Willingness to undertake further training.  Experience of working in a change environment.	A/I  I	Formal change management qualification.  Professional qualification in Project Management (PRINCE2 Foundation or equivalent) and/or Continuous Improvement (Lean Six Sigma Green Belt or equivalent).	A/E  A/I
<b>EXPERIENCE</b>	Experience of working in a change management environment, customer journey mapping, business improvement, or performance background.	A/I  A/I	Experience of delivering transformation.  Experience of systems implementation, including cloud migration of systems.	A/I  I

	<p>Experience of applying business analysis techniques and processes to effect change in organisations.</p> <p>Experience of providing advice to others, building credibility and confidence.</p> <p>Producing reports of complex information for a variety of audiences.</p> <p>Proven experience of delivering projects and/or continuous improvement activity within a public sector environment.</p> <p>Experience of presenting and delivering information to a variety of audiences.</p> <p>Proven experience of applying business analysis techniques.</p> <p>Experience of report writing.</p>	<p>A</p> <p>A/I</p> <p>I</p> <p>A</p> <p>A</p>	<p>Experience of presenting reports to Senior Management or equivalent.</p> <p>Experience of matrix working.</p>	<p>I</p> <p>I</p>
<b>KNOWLEDGE</b>	<p>Awareness of the issues and the challenges faced by local authorities.</p> <p>Knowledge of Continuous Improvement techniques.</p> <p>Understanding of the impact of Digital Transformation within public services.</p>	<p>A/I</p> <p>I</p> <p>A/I</p>	<p>Knowledge of project management techniques, project lifecycle and approval process; planning and implementation and risk and issue management.</p> <p>Knowledge of business analysis techniques used in service re-design and change management.</p>	<p>A</p> <p>A</p>

	Understanding of issues, influences and legislation affecting local government linked to the role.	I	Knowledge of change management techniques.	A
			Knowledge of the principles of Project Management.	A
<b>SKILLS</b>	Good ICT skills and an awareness of how ICT and digital can influence and deliver changes.	A	Politically aware.	I
	Possess a high degree of emotional intelligence and self-awareness.	A/I	Demonstrable change management skills with Ability to support, encourage and influence change.	I
	Excellent communication skills, both written and verbal.	A/I		
	Research and analytical skills, with the ability to interpret information and deliver findings in a timely, understandable manner to a variety of audiences.	I		
	Ability to demonstrate a level of credibility, integrity and resilience with a determination to overcome barriers and ability to handle conflict.	I		
	Effective organisational, planning and analytical skills.	A		
	Effective problem solving, decision making, risk management and evaluative skills.	I		

	<p>Able to work either on own initiative and within a team, to manage individual workload and meet deadlines.</p> <p>Able to build effective collaborative relationships with colleagues across the organisation.</p> <p>Able to form and maintain effective collaborative relationships with external stakeholders.</p>	<p>A</p> <p>I</p> <p>I</p>		
<b>OTHER</b>	<p>Flexibility with regards to evening meetings and time critical deadlines which need a flexible approach to working hours.</p> <p>Full driving license with access to a suitable vehicle for work purposes.</p>	<p>I</p> <p>A</p>		

<b>Assessment Legend:</b>	A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
N.B. Where more than one assessment stage is indicated against a criteria that criteria must be demonstrated at both stages				