

Job Description & Person Specification

Post Title:	Group Manager - Transformation
Service Area:	Transformation, Projects and Customer Services (incl Equalities)
Reports to:	Executive Director
Scale:	12

Overall Purpose of Job

- As a member of the Senior Leadership team to model and promote a culture of ambition, leadership, excellence, high performance and one team ethos.
- To be the organisational lead for developing a transformation and change programme and drive corporately to meet the Council's strategic aims and ambitions.
- To lead and develop the Council's approach to the customer service delivery.
- To proactively identify opportunities to advance the Blaby District Council's Plan through change initiatives that will deliver measurable business improvement.
- To work collaboratively with the senior leadership team and stakeholders on the delivery of the transformation and change programme that underpins the Blaby District Council's plan.
- To oversee and promote equality across the organisation.

Key Tasks and Responsibilities

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1.	To be responsible for developing a transformation and change programme that enables business improvements that are efficient, cost effective and sustainable.
2.	Through creativity, expertise, and collaboration, design, lead and drive the Council's transformation and change programme at pace to increase efficiency and performance across the breadth of the Council.
3.	To lead, motivate and develop a team of internal, external, and cross-departmental resources in delivering the Council's transformation and change programme and to track management delivery.
4.	To ensure the Council's corporate priorities are incorporated in the overall programme, and promote a culture of high performance, continuous improvement, and innovation that values learning and a commitment to the District.
5.	To have line management responsibility for the transformation and change team and the customer insight, experience, and engagement team, ensuring the services are delivered in line with the Blaby District Council's Plan and agreed objectives, priorities and budgets are effectively monitored and managed.
6.	To provide advise and recommendations to the senior leadership team on significant transformation and change decisions and contribute to the corporate management of the strategic risks facing the council.
7.	To understand and contribute to the corporate financial strategies and identify financial implications through change and be responsible for ensuring budgets are allocated appropriately to support the achievement of transformation and change projects where efficiencies and savings are evident.
8.	Develop and implement strong liaison and interaction within Blaby District Council, across local strategic partnerships and with other key stakeholders.
9.	To be the corporate lead in collaborating strategically with the Leicestershire ICT partnership, and be responsible for determining business requirements and explore digital opportunities.

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10.	To oversee equality and fairness in terms of access to services and employment.
11.	To be responsible for creating an empowering culture where transformation, innovation, creativity and change are integral parts of an individuals, teams, services and department work and that sharing good practise is in place both internally and externally.
12.	To work with senior leadership team and service managers to ensure that transformation plans exploit innovative and digital opportunities and deliver tangible improvements that are cost effective and sustainable.
13.	To ensure that statutory or regulatory standards are met that apply to the services you lead.
14.	To support and advise members of the Council, Cabinet, Scrutiny and other meetings on relevant matters
15.	To identify customer needs and the most appropriate way of meeting them within current and future resource constraints.
16.	Provide advice and analysis on service areas to facilitate informed decision-making by ensuring officers and members are appraised of issues and received relevant, best practice professional advice
17.	To maintain and look at ways to improve effective business continuity arrangements

Other information	
Allowances	Essential car allowance, mobile telephone, one professional subscription
On call/emergency situations	Yes
Politically restricted posts	Yes
Checks (DBS/Baseline security check)	No

Health and Safety Responsibilities	
1.	Health and Safety responsibility is inherent in the managerial role and the responsibilities for health and safety are no different from the requirements of other management activities.
2.	To be responsible for the effective implementation of the Council's Health and Safety Policy and procedures within their Services and report any corporate or significant issues to the appropriate Director.
3.	Further Health & Safety information related to this post will form part of your Contract of Employment.

Emergency Planning/Response Responsibilities	
	To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity Plans and other associated documents

Job Description Details	
Reviewed by:	Sarah Pennelli
Latest Version Date:	May 2022
Evaluation Reference	A2023

PERSON SPECIFICATION

Job Title: Group Manager - Transformation
 Group: Transformation, Projects and Customer Services (incl Equalities)
 Date completed: May 2022
 Completed by: Executive Director

Criteria	Essential (E)/ Desirable (D)	Method of Assessment
<u>Knowledge</u>		
In depth knowledge of organisational development and change management techniques and methodologies	E	3,4
An understanding of pressures present in local government, particularly relating to services, finance and the competing demands for allocation of resources to provide services which may impact transformational change activity	E	3,4
A good knowledge of local government finance and funding structures across the organisation	D	3,4
A good knowledge of the legislative framework relating to the provision of high quality services in the public sector and the ability to keep up to date with key changes	E	3,4
Knowledge of innovative and future based commercial and commissioning solutions and models	E	3,4
<u>Skills/Abilities</u>		
Evidence of successful change management implementation programmes or projects with clear benefits realisation outcomes	E	3,4
To demonstrate strong communication skills including, negotiation and influencing skills with stakeholders at all levels	E	3,4

Criteria	Essential (E)/ Desirable (D)	Method of Assessment
To demonstrate an understanding of financial impacts through change and the ability to identify efficiencies and savings	E	3,4
The ability to horizon scan for future opportunities for transformation and change to manage potential challenges, threats, and interdependencies.	E	3,4
The ability to think, plan and act strategically, providing creative solutions which align to corporate and strategic objectives.	E	3,4
Demonstrate understanding of public sector functions, key government policies and new legislation impacting upon the functions, leadership and organisation constraints	D	3,4
Drive and influence at a senior leadership level to achieve and sustain measurable improvements and transformational change whilst ensuring economy, efficiency, and effectiveness in line with key council plans.	E	3,4
Ability to demonstrate a high level of interpersonal, motivational and presentation skills	E	2,3,4
Ability to produce high quality outputs to exacting deadlines, amidst conflicting demands	E	3,4
To have a commercial outlook and approach, recognising importance of value for money, and the ability to lead, develop and motivate staff and teams to effect change.	E	3,4
Demonstrates effective leadership and is a corporate player with resilience and committed to high professional standards.	E	3,4
<u>Experience</u>		
Considerable relevant experience of working in a similar sized organisation at a senior level	E	3,4
Relevant experience of working in the public sector	D	3,4

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Significant experience of building effective relationships and influencing key partners and a range of stakeholders	E	3,4
Experience of delivering multiple significant transformation/business change programmes in a similar sized organisation, using a range of appropriate transformation tools and methodologies to deliver organisational objectives and improved performance	E	3,4
Successful experience in improving customer engagement, experience, and satisfaction, driving value for money / efficiency, and ensuring a customer focused culture.	E	3,4
Successful track record of promoting and delivering diversity and inclusion within the workforce and in services provided, achieving inclusive outcomes to address inequities	E	3,4
Experience of and the ability to prepare comprehensive business cases or reports including the identification of costs, benefits, and risks.	E	3,4
<u>Qualifications/Training</u>		
Educated to degree level and/or a post graduate diploma/level 5 or above qualification in a relevant subject	D	3,4,5
Recognised change management qualification	D	12 3,4,5
Evidence of continuous professional development	E	3,4,5
<u>Other</u>		
Ability to work flexibly including attendance at meetings outside of normal office hours.	E	3,4

1. Test prior shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence