

# Job Description and Person Specification

Head of Transformation

**Job Title:** Head of Transformation

**Reference:** CESM3025

**Service:** Assistant Chief Executive

**Grade:** SMG 3-1

**Reports to:** Assistant Chief Executive

**Location:** Delamere House, Crewe with travel to Macclesfield Town Hall and other locations within Cheshire East

**DBS:** Basic DBS

## Your job

Lead the development and delivery of the council's transformation portfolio in line with the Corporate Improvement and Transformation Delivery Plan.

Lead the Transformation team ensuring effective collaboration, governance and Programme Management Office (PMO) to support a culture of continuous improvement, innovation, demand management and transformation delivery to support financial sustainability.

## Our shared values

Here at Cheshire East Council, we have a clear set of values:

- **Drive:** striving for innovation, excellence and high performance.
- **Integrity:** acting ethically, being accountable and fostering trust.
- **Respect:** demonstrating empathy and appreciation for others, being inclusive.
- **Collaboration:** working and learning together with a focus on outcomes.

Co-produced with our staff, these values are critical to us achieving our vision as set out in the [Cheshire East Plan](#). It is important you take some time to understand our values and how you can bring these to life in your day-to-day work.

Further information on the values can also be found via the link [Our values](#).

## In this job you will

1. Working closely with the Corporate Leadership Team and Wider Leadership Community, the post holder will lead the development and delivery of the Council's transformation portfolio in line with the Corporate Improvement and Transformation Delivery Plan.
2. Develop, embed and manage effective transformation and improvement governance arrangements including the overarching Board, Programme Management Office (PMO) and consistent, best practice approach to programme and project management and delivery.
3. Lead and deliver a programme of council-wide service design aligned to the council's Target Operating Model, including business process change and improved ways of working;

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*Artificial Intelligence (AI)*

*We embrace AI to enhance our operations and to innovate our services. However, we value human talent and are looking for passionate individuals to join our organisation. Please ensure you personally complete your application and read all the instructions carefully to maximise your chances of success.*

*Applications that rely too heavily on AI may be rejected during shortlisting, however we understand that AI may be used as a reasonable adjustment, if using AI to support your application, please give a brief explanation why to help ensure fair selection process.*

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challenging existing practices where appropriate and focusing on improved outcomes and value for money to support the Council in achieving its priorities including financial sustainability.

4. Lead the Transformation Team to support the delivery of a collaborative high-performance culture promoting continuous improvement, transformation, productivity, innovation and evidence-based decision making which will ultimately support the Council in delivering its Cheshire East (Corporate) Plan commitments.
5. Proactively engage and manage relationships with elected Members, policy makers, the wider public sector and other external agencies to influence the Council's strategic transformation agenda and ensure the best possible operating environment. Attend Council and Committee meetings as appropriate.
6. Support the development of strong formal and strategic partnerships with key organisations and partners, including public, private, third party, independent, voluntary and community sectors, particularly in and across the Cheshire East and sub-regional footprint, in order to focus resources jointly on improving outcomes for residents and ensuring transparent consultation and engagement processes which promote active participation and involvement in service redesign and improvement.
7. Assist the Assistant Chief Executive as required, deputising, when necessary, at both local, regional and national levels and, carrying out other duties and responsibilities as may be required from time to time while displaying the skills, experience and flexibility expected of a Head of Service.
8. Provide appropriate and timely information, briefings and reports to Elected Members and Committees to assist them in decision making and assurance with transformation delivery and with relation to activities covered by the Service.
9. Take direct management responsibility for the designated service budget ensuring delivery within budget and the achievement of annual budget targets, including savings and income generation as appropriate. This includes being responsible for the maintenance/accuracy of the service establishment in UNIT4 and accountable for budgets associated.
10. Lead the implementation of strategic reviews and other initiatives commissioned by the Chief Executive, Assistant Chief Executive and the Corporate Leadership Team.
11. Contribute to the Council's budget setting process, advising the Assistant Chief Executive, Corporate Leadership Team and Elected Members on transformation and service priorities and implications of budgetary options including a pipeline of opportunities to support financial sustainability and better outcomes.
12. Lead the work of the service in supporting the Council's corporate vision, strategies and objectives and represent the service on organisational driven work streams and initiatives.
13. Identify clear annual and long-term objectives for the service, overseeing development and performance management of action plans and ensuring identification and response to major risks.
14. Review and challenge a range of management information and business intelligence to ensure best practice, value for money and most effective delivery models within the Service.

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**From time to time you may be asked to undertake work as may be determined by the Chief Executive and/or an Executive Director and/or Director This will be up to or at a level that is consistent with your job role. This supports our joint commitment in our employee deal to work together as one team and one council to deliver the best service for our customers and communities.**

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## **In this job you will need**

You must be able to demonstrate the following essential requirements:

- Experience and demonstrable success in leading organisational, service and cultural change, with evidence of innovative and transformational thinking.
- Demonstrable experience of managing a transformation and change management programme within a large, complex organisation.
- Experience of setting up and managing portfolio management within a public sector organisation is highly desirable.
- Experience and consistent achievement in an organisation of comparable scope and complexity pursuing a corporate or significant service transformation agenda.
- Experience of leading a PMO and embedding portfolio, programme and project management methodologies
- Extended experience, knowledge and understanding of improving and managing performance at both an organisational level and across complex service areas
- Extended experience of working at a high level of policy and strategy development and delivering a coherent and creative vision for the future.
- Knowledge of Council services, their service proposition and their impact on local residents, businesses and partners
- Managing multi-disciplinary teams and developing clear work programmes for individuals and teams
- Local government decision making structures and processes and the relationship to central government
- Demonstrable experience of embedding equality and diversity considerations for service users at the appropriate point in the programme and/or policy development lifecycle
- Degree or equivalent Professional Qualification or significant experience e.g. portfolio, programme or project management

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- Able to demonstrate the ability to communicate complex information effectively to a range of audiences
- Experience of building effective working relationships at all levels, working collaboratively and managing conflict

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