



Title Service Director - Transformation	Department Chief Executive's Department	Post Ref.
Job Purpose Strategic management of the Council's cross-cutting transformation programmes to modernise and transform services and the Council. Strategic leadership of the Council's corporate planning, policy and insight functions, including the Council Plan.		
Key Responsibilities 1.To provide strategic leadership of the Council's transformation services and functions, including accountability for the effective delivery of business cases for specified cross cutting transformation programmes, including the realisation of defined financial benefits and improved outcomes: <ul style="list-style-type: none">• Strategic Insight Unit• Portfolio Management Office• Transformation Bureau• Leadership of the Council's wider transformation and change community 2.To provide strategic leadership for the Council's corporate long term strategic and organisational planning functions, including senior accountability for the development,delivery and monitoring of the Council Plan. 3. To provide creative leadership and strategic drive on the development and delivery of corporate strategic priorities, implementing the resultant transformation programmes to shape the Council's core operations and outcomes for residents. 4. To share strategic responsibility, with the Service Directors for Customers, Governance and Employees, and Finance, Infrastructure	Key Accountabilities 1. Ensuring that services are developed and delivered to meet emerging and revised corporate priorities and re-defined customer expectations. 2. Effective planning and performance of the Council's Transformation and strategic planning activity, including all areas in section 1 of key responsibilities within a clear, outcomes, based framework. 3. Provide strategic support to the Council's 3 Statutory Officers, to ensure that all the functions of this role are carried out in accordance with the guidance and requirements, and in the best interests of the Council and the law. This includes offering independent advice and guidance to the Council and its Officers and Members. 4. As a member of the Council's Corporate Leadership Team, to ensure that any contribution, advice and guidance to CLT is of the highest quality, and to act at all times as one of the Council's senior leaders/role models. 5. To build and maintain relationships which derive from the Council's aims and objectives and are in pursuit of improved outcomes.	

and Improvement for the central resources and activity which will be key enablers and provide support to departmental and cross council change programmes

5. As a member of the Council’s Corporate Leadership Team, to contribute to the wider strategic long term development of the Council and the implementation of the Council Plan.

6.To ensure effective financial and operational management of all services and functions within this area of responsibility.

7. To provide strategic and tactical advice to the Chief Executive, and elected Members of the Council in respect of the services and functions within this area of responsibility.

8. To ensure effective partnership and stakeholder relationships across all services and functions within this area of responsibility Specifically, to build key strategic relationships for the Council with regional and national policy/insight partners..

9. To ensure that the Council fulfils its statutory obligations and operates within powers available to it.

10. To contribute to the strategic development of the wider public realm of Nottinghamshire.

6.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Educated to degree level with a relevant professional qualification.
2. Ideally, post-graduate management qualification or equivalent experience.

Personal skills and general competencies

1. A high level of personal drive and integrity with insight into own strengths and weaknesses to a level that enables a significant positive impact to be made across the Council’s remits.
2. Strong interpersonal skills, able to provide purpose and direction to others in a changing environment, with well-developed

<ol style="list-style-type: none"> 3. Can demonstrate relevant senior experience in a corporate transformation, planning and change context 4. Current evidence of continuous professional development and its translation to inform practice 5. Deep knowledge and current understanding of the main issues and influences affecting the business operations of local government or a similar organisation. 6. Detailed knowledge of main issues and influences affecting the services allocated to this post. 7. Relevant current knowledge of the legislative landscape governing the range of services commissioned or delivered through the division. 8. Comprehensive knowledge of the principles and practice of: <ul style="list-style-type: none"> • change management and organisational transformation • systems leadership and whole system approaches to change • effective people management; • effective customer service; • digital enabled service improvement and transformation • continual improvement using an evidence – based approach; • resident and service user engagement, co-production, ethnographic research or comparable tools 	<p>negotiation and influencing skills (with the ability to appropriately challenge) to enable effective engagement with elected Members, senior managers, sometimes in other organisations, as well as other key stakeholders.</p> <ol style="list-style-type: none"> 3. Ability to provide creative, innovative solutions to challenge and transform established operating models and services 4. Ability to quickly interpret diverse information to make decisions and make appropriate short and long term plans to solve problems often in a complex and ambiguous environment. 5. Ability to meet agreed delivery targets through the mobilisation of human, physical and financial resources. This will include anticipating and taking account of drivers for change and motivating senior managers and other key stakeholders to plan for, drive through and evaluate the impact of change processes. 6. Working as a system leader to drive collaboration across teams and partners in public, private and voluntary sector to improve outcomes for residents and businesses. 7. Absolute clarity of focus on outcomes.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 1. Significant experience in the relevant service areas, including extensive involvement in the management of resources and performance at a strategic level across a diverse suite of services. 2. Specific experience of leading large scale cross-cutting change programmes and corporate level strategic planning. 	

3. Significant experience of leadership and culture change to build high performing teams that are outcome focused and collaborative.
4. Successful leadership of and contribution to the formulation of cross-cutting strategies within a large, multi-service environment to improve service delivery and meet customer need.
5. Achievement in successfully managing major service delivery and development and translating organisational ambitions into real achievement and success.
6. A record of successfully engaging with others, building positive relationships with a variety of partner organisations, private sector providers, Government, public agencies and statutory authorities

Role Dimensions

1. Strategic management and performance of the Council's Transformation and Change function.
2. Key responsibility for commissioning key services from external partners and providers.
3. The post will have financial responsibility of a gross Budget of approximately £3m with 1 direct report and a total service of approximately 90 FTE

Date April 2021

Tier 3 – Service Director