

Job Description

Section A: Job Profile

Job Details

Job Title:	Transformation Project Manager
Salary:	£46,142 - £49,282
Grade:	G12
Hours:	37 per week. We are open to discussions about flexible working.
Team:	Children, Education and Families (CEF) Transformation Team
Service Area:	Children, Education and Families
Primary Location:	Hybrid – primary location Midland House, Oxford
Budget responsibility:	The role will lead and manage projects and workstreams where there is also a stated need to reduce/avoid spend on the CEF budget. The role will have direct responsibility for a project, where this is required.
Responsible to:	Transformation Programme Manager
Responsible for:	• Leadership, management, and the performance of discreet projects and workstreams against time, cost, and quality criteria • Matrix management of the project delivery team, which will be a blend of people from across services and partners.
Political Restricted Post:	No

Job Context & Purpose

Context

The directorate is faced with continuing increases in demand and complexity of needs across social care and special educational needs and disability (SEND) services. Our strategy is to transform services so that, amongst other things, they are more focused on early help and intervention to secure better outcomes for children and young people, along with financial sustainability for the Council.

To meet these challenges, we want to recruit an experienced transformation and change management professional who can lead and manage improvement projects and continuous improvement initiatives across the portfolio of services within social care, education and SEND.

This post holder will be a member of the CEF Transformation Team that supports the directorate's portfolio of priority of transformation programmes and projects.

Purpose:

A specialist role, responsible for successful delivery of projects involving service improvement, change management and continuous improvement.

- To lead and manage service improvement projects, across the end-to-end life cycle, from business case and project initiation through the phases and implementation to agreed time, cost, and quality

criteria, with a relentless focus on improving outcomes for CYP and financial sustainability of services.

- To work with, and gain commitment from internal clients and stakeholders to an agreed project mandate, objectives and expected measurable outputs for service improvement initiatives, including implementation.
- To provide subject matter expertise, support, and guidance to project proposals, including the most suitable approaches to service improvement, change management and continuous improvement.
- To provide rigour in delivery of service transformation projects in accordance with accepted best practice and in align with corporate approaches, the council's values and aspirations to develop new ways of working across all service.

Job Responsibilities

Main Duties

- To lead, manage and successfully deliver service improvement projects and workstreams that meet the agreed objectives, deliverables, outcomes, and benefits, including sustainable efficiency, cost control and savings, where appropriate.
- To work with internal clients and other stakeholders, including partners, to agree objectives, deliverables and expected outcomes for service improvement and continuous improvement, including development of data and evidence-based business cases, project initiation documentation, quality, and delivery plans.
- To establish robust governance and assurance arrangements that report against project milestones and benefits realisation via the CEF Programme Management Office (PMO) and in line with corporate PMO approach.
- To utilise research, rapid improvement and evaluation techniques that enable and agile, test and learn approaches to improvement.
- To build, lead and matrix manage high performing, multi-skilled project delivery teams to embed the changes and realise the expected benefits.
- Carry out a post project review and evaluation of the completed process/project providing a report and lessons learnt document.
- To prepare written reports, data visualisations and power point presentations that are suitable for different audiences.
- To design and facilitate workshops that support stakeholders to explore problems, identify and co-produce solutions.
- To line manage and professionally develop members of the transformation team
- To build service improvement capacity and capability within project teams, including but not limited to project management, service/process/pathway improvement, continuous improvement, change management and business analysis.
- To ensure a consistent approach to service transformation and improvement projects is embedded across projects, including use of proven tools, techniques, and toolkits.
- To advocate and champion the Delivering the Future Together values and team-led change principles through programmes and projects.
- To support the Head of Transformation in working with the Extended Children's Leadership Team (ECLT) to identify and evaluate improvement opportunities and initiatives that could benefit CYP and families and achievement of Children's Strategic priorities.

Core Capabilities

Communication, facilitation, and interpersonal skills	• Establish and maintain effective relationships, helping to share knowledge and experience. • Write and present work in team and client settings. • Co-present/facilitate presentations and workshops with senior team members and clients
Analytics, problem solving and innovation	• Demonstrates innovation and creative thinking and understands when they are required and appropriate. • Understand and apply structured approaches to gathering and presenting qualitative and quantitative data. • Conduct interviews and more challenging desk-based research to answer questions set out by more senior team members/clients and synthesise into a logical and clear format
Delivering successful assignments	• Experience of programme or project methodologies on a client assignment and put in place and managing necessary control processes. • Worked within a team to put in place effective assignment management
Leadership	• Understands the traits of good leadership and knows what to do in the absence of leadership. • Worked within a team to put in place effective assignment management
Methodologies, tools, and techniques	• Working within a team, has experience of designing and/or implementing solutions for clients
Client relationship management	• Can identify problems and opportunities for new assignments and supports senior team members in realising them, e.g. understanding of the client needs or more formally through development of proposals

Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes, and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning.
- Be kind and care.
- Equality and integrity in all we do.
- Taking responsibility.
- Daring to do it differently.

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications, and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

Essential Criteria	Assessed By:
Knowledge and experience/use of Prince 2 and/or Lean methodology and/or Prosci, or other recognised project management and improvement methodologies	AF/I
Intermediate computer skills and experience in using the full range of Microsoft 365 applications and the ability to use these effectively in this role, including Power BI, Power Automate/Apps	AF/I
Experience in programme or project delivery environments with a proven record of managing projects and workstreams with multiple delivery partners and stakeholders. An understanding of local government political context and decision-making processes.	AF/I
Ability to create concise written documents and reports with accuracy and attention to detail.	AF/I
A commitment to providing a high-quality service to clients with commitment to continuous improvement.	AF/I
A track record of leading and managing projects to deliver measurable improvements to service user outcomes and organisational efficiency, including cost reduction/cost avoided	AF/I
Excellent communication and interpersonal skills with the ability to develop and maintain positive working relationships with multiple stakeholders across all levels.	AF/I
Ability to plan, prioritise effectively and be flexible as situations change and develop.	AF/I
Professional integrity with the ability to maintain confidentiality, treat sensitive information with discretion and deliver consistently on our company values.	AF/I
Ability to work on own initiative and work collaboratively as part of a team.	AF/I
Desirable Criteria	Assessed By:
Project/programme management, service improvement and change management qualifications, e.g., MSP, Prince 2, MSP, APM, Lean, Prosci	AF/I

Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

☐	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	☐	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
☐	Enhanced Disclosure and Barring Service check with Children's Barred List	☐	Enhanced Disclosure and Barring Service check with Adults Barred List
☐	Standard Disclosure and Barring Service check	☐	Basic Disclosure
☐	Disqualification for Caring for Children (Education)	☐	Overseas Criminal Record Checks
☐	Prohibition from Teaching	☒	Professional Registration
☐	Non police personnel vetting	☐	Disqualification from Caring
☐	Other (please specify):		

Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

Health and Safety at Work

You are responsible for your own health, safety, and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

☐	Provision of personal care on a regular basis	☐	Driving HGV or LGV for work
☐	Regular manual handling (which includes assisting, manoeuvring, pushing, and pulling) of people (including pupils) or objects	☐	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
☐	Working at height/ using ladders on a regular/ repetitive basis	☐	Restricted postural change – prolonged sitting
☐	Lone working on a regular basis	☐	Restricted postural change – prolonged standing

☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
☒	Significant use of computers (display screen equipment)	☐	Work with vulnerable children or vulnerable adults
☐	Undertaking repetitive tasks	☐	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	☐	Face-to-face contact with members of the public
☐	Other (please specify):		