

Job Description

Section A: Job Profile

The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.

Job Details

Job Title:	Transformation Programme Manager
Salary:	£57,178 - £60,485
Grade:	G15
Hours:	37 per week. We are open to discussions on flexible working.
Team:	Children Education and Families (CEF) Transformation Team
Service Area:	TBC
Primary Location:	Hybrid – primary location County Hall, Oxford
Budget responsibility:	The role will lead and manage programmes where there is also a stated need to reduce/avoid spend on the CEF budget. The role will have direct responsibility for programme budgets, where this is required.
Responsible to:	Head of Transformation (line management). Matrix manager as per the agreed governance and TOR
Responsible for:	<ul style="list-style-type: none"> • Leadership, management and the performance of programmes and project to time, cost, and quality criteria • Matrix management of the programme delivery team, which will be a blend of people from services and transformation. • Line management of a small number of CEF transformation team members, including professional development
Political Restricted Post:	n/a

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 senior transformation and change professional who can shape, lead, and manage transformation programmes and activity across the portfolio of services within social care, education and SEND. Examples of the programmes undertake include:

- Redesign and implementation of SEND pathways and service provision by need, age, and stage.
- Design and implementation of a new Family Help Model.

This post holder will be a key part of the newly established CEF Transformation Team that will support delivery of the directorate's portfolio of priority of transformation programmes and projects.

Purpose:

A senior specialist role, responsible for successful delivery of programmes involving and focused on service transformation, change management and continuous improvement.

To lead and manage service transformation programmes and projects, across the whole life cycle, from vision and strategy, through scoping, design, and delivery, within agreed time, cost and quality criteria and a relentless focus on improving outcomes for CYP and financial sustainability of services.

- To work with, and gain commitment from stakeholders to the vision, objectives and expected measurable outcomes for service transformation initiatives, including culture change.
- To provide expert support advice and guidance to transformation and change proposals including the most suitable approaches to service/operating model design, change management and continuous improvement.
- To provide a joined up and coherent approach to service transformation programmes that draws on best practice and that is in align with corporate approaches, the council's values (Delivering the Future Together) and aspirations (Children's Oxfordshire Way) to develop new ways of working across all service.

Job Responsibilities

Main Duties

- To lead, manage and successfully deliver programmes and projects of services transformation and change that achieve measurable improvements to outcomes for CYP and sustain improvements to efficiency and cost control, including financial savings where appropriate.
- Work with a wide group of stakeholders, including partners, to agree the shared vision, strategy, objectives and expected outcomes for transformation programmes and continuous improvement, including development of target operating models/service blueprints and business cases that are evidence driven and underpinned by data analytics and insight.
- To support senior stakeholders to establish robust governance arrangements and provide them with assurance reports on programme performance and benefits realisation, via the CEF Programme Management Office (PMO) and in alignment with corporate transformation approach.
- To work with stakeholders during the budget and transformation planning cycle to identify opportunities, scope and mobilise programmes and projects that meet the Council and Directorate's measurable objectives and expected outcomes, including innovative use of technology.
- To build, lead and matrix manage high performing, multi-skilled programme delivery teams to embed the changes and realise the expected benefits.

- To line manage and professionally develop members of the transformation team
- To prepare written reports, data visualisations and power point presentations that are suitable for different audiences.
- To build transformation capacity and capabilities within programme teams, including but not limited to PPM, service design, continuous improvement, change management and business analysis.
- To ensure a consistent approach to service transformation and improvement is embedded across the directorate, 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.

Key relationships:

Internally:

- Corporate Director for CEF (DCS)
- Directorate Leadership Team
- Extended Directorate Leadership Team
- Head of Business Change
- HR & Finance Business Partners
- Heads of HR & OD and specialist teams
- Heads of IT and specialist teams
- Heads of Insight, Communications, and specialist teams
- Trade Union representatives

Externally:

- A range of contacts from public and private sectors, at national and local level including stakeholders, local area partners, council owned companies/enterprises regeneration organisations, government departments and business organisations, including council owned companies.
- Professional bodies and thought leadership organisations relevant to the role, transformation, and effective change.
- To build relationships and partnerships with public and private sector organisations with an aim to stimulating innovation in OCC's approach to change management.

Core Capabilities

- **Leadership:** Provide guidance and direction to programme teams towards to the achievement of shared goals, motivating and enabling collaboration within and between teams, exchanging ideas and best practice.
- **Strategic thinking:** Maintaining an up to date understanding of current and wider drivers of change, strategic priorities, and new opportunities as they emerge.
- **Advisory:** Offering expert advice, information, and guidance on services transformation to others, supporting and coaching them to manage progress, performance, risks, and issues.

- **Decision-making:** Making and supporting evidence-based decisions informed based on assessment of all facts, the end goal and with a clear rationale for the best course of action to support progression.
- **Problem solving:** Working through problems which arise throughout a project lifecycle by gathering the right information, identifying a solution, and coordinating the delivery of this with the right stakeholders.
- **Risk and issue management:** Identifying, recording, assessing, and managing risks/issues that would otherwise undermine the programmes stated objectives

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

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:
A relevant degree or equivalent professional qualification and/or experience, with evidence of continuous professional development.	AF/I
Good experience of leading and managing complex programmes and projects of service transformation and change including operating model development, service improvement, business case development, programme and project management i.e. Lean, MSP, Prince 2, 5-Case Model	AF/1
A good track record and evidence of leading and managing complex programmes that secure measurable improvements to service outcomes, including sustainable cost savings/avoided	AF/I
A high-level of business and data analytical skills and the ability to interpret and communicate complex statistical information in a way that visually compelling and relevant to different audiences	AF/I
A good understanding of local government political context and decision-making processes	AF/I
Senior experience and credibility to oversee, direct and advise teams on their programmes and projects	AF/I

Strong strategic awareness and foresight, with good ability to be comfortable with complexity and ambiguity	AF/I
Experience in influencing and persuading senior stakeholders to take specific courses of action	AF/I
Excellent track record of identifying and delivering innovative and creative solutions to complex business problems	AF/I
Excellent client stakeholder management and consultancy soft skills and experience	AF/I
Experience of developing and making the case for change to senior stakeholders, including business case options appraisal with recommendations and implementation plans	AF/I
Committed to driving performance and improving service user/customer experience	AF/I
Ability to effectively use the full range of Microsoft Office / Office 365 applications. Specifically, PowerPoint, Visio, Word, Excel, SharePoint, Teams	AF/I
Experience of working in politically complex situations and proactively managing problems and opportunities.	AF/I
Good knowledge and experience of budgeting and resource allocation	AF/I
Effective leadership, interpersonal and communication skills with the ability to develop and maintain working relationships with multiple stakeholders across all levels.	AF/I
Ability to prioritise effectively and be flexible as situations change and develop.	AF/I
Desirable Criteria	Assessed By:
Previous experience in management consultancy and/or programme and project resourcing and delivery	AF/I
Experience of using programme and project management methods including MSP and/or PRINCE2	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).

<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Children's Barred List	<input type="checkbox"/>	Enhanced Disclosure and Barring Service check with Adults Barred List
<input type="checkbox"/>	Standard Disclosure and Barring Service check	<input type="checkbox"/>	Basic Disclosure
<input type="checkbox"/>	Disqualification for Caring for Children (Education)	<input type="checkbox"/>	Overseas Criminal Record Checks
<input type="checkbox"/>	Prohibition from Teaching	<input checked="" type="checkbox"/>	Professional Registration

<input type="checkbox"/>	Non police personnel vetting	<input type="checkbox"/>	Disqualification from Caring
<input type="checkbox"/>	Other (please specify): N/A		

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).

<input type="checkbox"/>	Provision of personal care on a regular basis	<input type="checkbox"/>	Driving HGV or LGV for work
<input type="checkbox"/>	Regular manual handling (which includes assisting, manoeuvring, pushing, and pulling) of people (including pupils) or objects	<input type="checkbox"/>	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)
<input type="checkbox"/>	Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/>	Restricted postural change – prolonged sitting
<input type="checkbox"/>	Lone working on a regular basis	<input type="checkbox"/>	Restricted postural change – prolonged standing
<input type="checkbox"/>	Night work	<input type="checkbox"/>	Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/>	Rotating shift work	<input type="checkbox"/>	Manual cleaning/ domestic duties
<input type="checkbox"/>	Working on/ or near a road	<input type="checkbox"/>	Regular work outdoors
<input checked="" type="checkbox"/>	Significant use of computers (display screen equipment)	<input type="checkbox"/>	Work with vulnerable children or vulnerable adults
<input type="checkbox"/>	Undertaking repetitive tasks	<input type="checkbox"/>	Working with challenging behaviours
<input type="checkbox"/>	Continual telephone use (call centres)	<input type="checkbox"/>	Regular work with skin irritants/ allergens
<input type="checkbox"/>	Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/>	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/>	Work requiring respirators or masks	<input type="checkbox"/>	Work with vibrating tools/ machinery
<input type="checkbox"/>	Work involving food handling	<input type="checkbox"/>	Work with waste, refuse
<input type="checkbox"/>	Potential exposure to blood or bodily fluids	<input type="checkbox"/>	Face-to-face contact with members of the public

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Other (please specify):