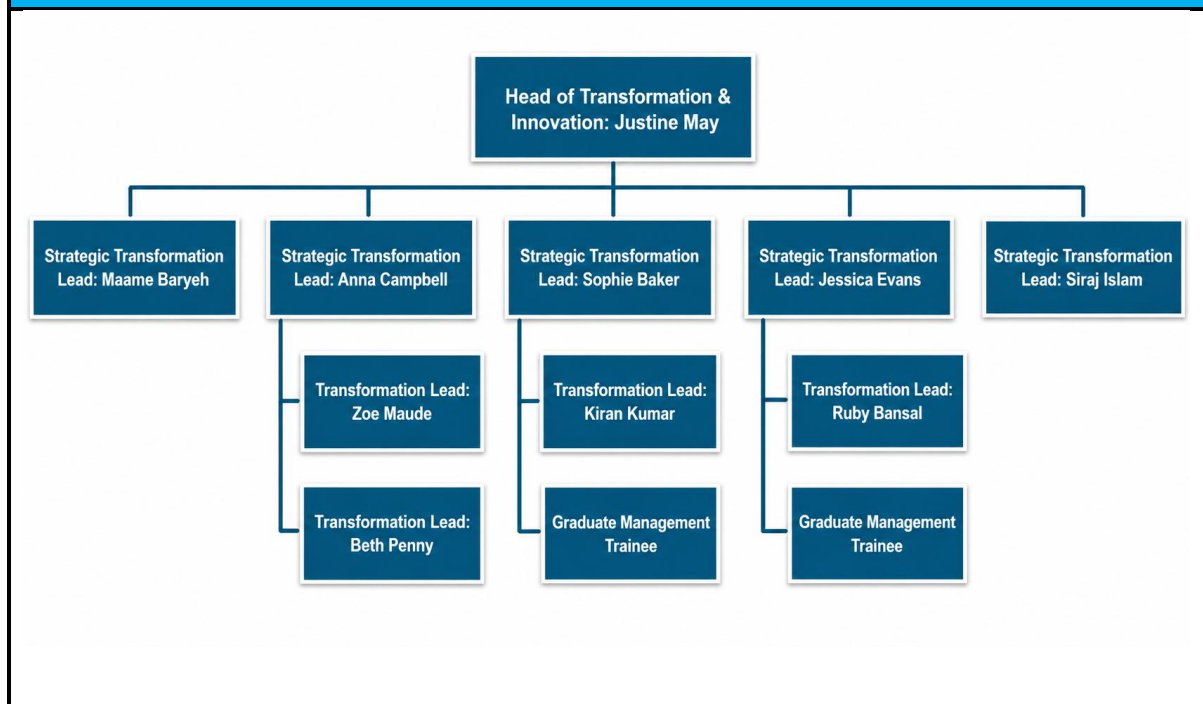


JOB DESCRIPTION

Job Title	Transformation Lead
Department	Children's Services
Section or Service	Transformation & Innovation Operations and Programmes Directorate
Grade	Grade G

Responsible to:	Head of Transformation & Innovation
Employees directly supervised (if applicable):	N/A

Family Tree



DESIGNATION:

The Children's Operations and Programmes Directorate is responsible for:

- Leading transformation, innovation and continuous improvement across Children's Services, challenging existing ways of working to deliver better outcomes.
- Designing and delivering service improvement through effective programme and project management.
- Using performance data, business intelligence and customer insight to inform decision-making and drive service improvement.
- Providing the corporate infrastructure that enables Children's Services to operate effectively, including business planning, partnership development, workforce development, and coordination of Freedom of Information (FOI), Member and MP enquiries.
- Developing, implementing and reviewing strategies to ensure sufficient, high-quality placements for children in care, care leavers and children with Special Educational Needs (SEN).
- Acting as the key liaison between Children's Services and corporate functions, including Finance, Digital and ICT, to support effective service delivery and organisational priorities.

JOB PURPOSE:

- Lead delivery of transformation and service improvement across the directorate, providing strong leadership and effective management of cross-functional projects to improve outcomes for service users.
- Work closely with services to ensure effective delivery of the social care and complex needs portfolio, ensuring solutions are responsive to local needs and priorities.
- Hold accountability for financial management across projects, including delivery of savings, value for money, and efficient use of resources.
- Lead and coordinate service design or transformation activity and projects to deliver high quality services
- Embed strong project management principles and practice, ensuring that key milestones are met, risks identified, and the project delivers the service outcomes and savings identified
- Lead activity across key stakeholders including to maximise consensus and manage change effectively
- Provide direct line management and professional development support to Transformation Officers and/or Graduate Management Trainees
- Ensure all transformation activity is underpinned by strong governance, quality assurance, and risk management arrangements.

1. DESCRIPTION OF DUTIES:

1. To lead, and take responsibility for, effective management of the interface between our strategies, ambition and delivery.
2. To safeguard the reputation of the council and use professional expertise to identify and mitigate risk.
3. To manage the delivery of high-quality transformation projects, providing ownership, leadership and expertise across project cycles to ensure high quality services, desired outcomes and improved efficiencies.
4. To develop effective working relationships to drive delivery of service transformation and improvement programmes to secure collaboration, manage interdependencies and successfully implement change.
5. To manage risk effectively throughout the transformation cycles, ensuring timely mitigation and/or escalation as appropriate. To ensure compliance in relation to procurement, legal and financial requirements, the Constitution (WCC and RBKC), governance arrangements and best practice.
6. To use knowledge of service delivery to inform and steer service delivery strategies, supporting the work of Strategic Transformation Leads.
7. To develop, monitor and report programme plans, risks, dependencies, budgets and benefits to provide robust governance, assurance and informed decision-making by senior leaders.
8. To promote integrated and forward-looking approaches to service delivery through proactive horizon scanning, challenge and innovation.
9. To build and maintain effective relationships with partners, stakeholders, including frontline practitioners to co-produce transformation and service improvement activity, ensuring services are responsive to local need and deliver high-quality, user-centred outcomes.
10. To line manage resources within the Directorate or project teams as appropriate.

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Transformation Lead
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting

Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: Educated to degree level or equivalent/Evidence of continuing professional development
C	Skills; Experience and Attitude Personal attributes - Pursues creative and new ideas to provide solutions to complex problems - Outcomes focused and solution-oriented - Exhibits confidence and leadership, engages emotionally and can show evidence of influencing key stakeholders externally and internally - Is an authentic and inspiring leader, able to build inclusive and high-performing teams - Delivers excellent service to colleagues and clients - Applies judgement in managing risk, supporting their senior leadership to deliver on commitments to savings - Can lead in ambiguous situations, demonstrates resilience, readily adapts to change and exhibits personal growth - Proactivity to drive change for the organisation - Problem solving and lateral thinking that assist in identifying new ideas Experience - Experience of successfully leading transformation and/or service improvement programmes within large complex organisations (preferably children's services/local government) to deliver tangible outcomes - A track record of successfully leading and managing complex cross-functional projects and programmes to time and on budget - Experience of working in a strategic role in a large and complex organisation - Evidenced knowledge of key issues and considerations in relation to transformation activity within the service and relevant policy and legislation. - Demonstrable record of driving through efficiency savings as a result of more effective service design, whilst maintaining strong service outcomes - Evidenced excellent influencing and negotiation skills to drive and manage change and deliver strategic priorities

	• Evidenced innovative and imaginative approach and the ability to identify new and credible options for service development • Proven experience of applying strong analytical skills and lateral thinking to develop transformation strategies, plans and service solutions • Proven stakeholder management and engagement skills, combined with evidence of political awareness and sensitivity to stakeholder needs and priorities • Excellent interpersonal skills with the ability to establish positive working relationships with staff at all levels, corporate colleagues, external organisations etc to generate confidence, trust and respect • Evidence of successfully managing and mitigating risks including those of a service and political nature • Evidenced constructive participant in a variety of meeting environments with the experience, skills and gravitas to be deputy to project groups and ensure success where applicable • Proven skills and experience of the use of research and development, analysis and modelling on which to test hypotheses • Proven understanding how to construct measures and metrics and their use in demonstrating achievement • Experience working collaboratively with partner organisations to maximise opportunities
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT

	• We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.