



JOB TITLE:	Director of Transformation and Digital		
GRADE:	JNC	SERVICE AREA:	Transformation and Digital
JOB CODE:		LOCATION:	All locations
REPORTS TO:	Executive Director Resources and Transformation		
SPECIAL CONDITIONS:	<ul style="list-style-type: none">• Working outside of standard office hours will be required.• There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities. Attendance at evening and other out of hour meetings as required including cabinet, council, scrutiny council and other relevant meetings.• Politically restricted post, as per Local Government Officers (Political Restrictions) Regulations 1990.		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential.

As leaders of people, managers will:

- *Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- *Embrace change and strive for improvement continuously;*
- *Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- *Challenge the status quo, enable and empower, act with integrity.*
- *Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- Every member of staff has a responsibility in the field of safeguarding and a duty to adhere to the procedures set out in the Corporate Safeguarding Policy.

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- The Director will be the strategic leader for achieving transformation and change across the whole of the organisation. The post will design and develop key strategies on a corporate level to meet the needs of the council for present and future stability.
- Accountable for the leadership and delivery of the Council's transformation programme of work and benefits, working across all services to deliver and drive a number of work-streams to drive performance, address known issues and weaknesses and integrate an ambitious change programme.
- Be responsible and accountable for the Programme Management Office (PMO), projects, programmes, engaging directly with services to manage critical transformation projects, through to delivery.
- The role will support Council priorities by contributing to the development of corporate level strategy, as well as collaboration across the Council and with partners.
- Direct and lead the relevant professional teams across a diverse range of functions services, projects and initiatives which focus resources on the development of an efficient and effective and agile organisation: Transformation / Programme and Project Management, I.C.T. / ICT Strategy
- Ensure the effective use of physical and financial resources through close working with the Executive Directors, Directors and wider workforce.
- Ensure PMO exercises appropriate and effective decision-making processes in line with the Council's principles of good governance.
- Ensure services have effective risk and performance management in place to provide assurance that the Council is meeting its aims and complies with financial and legislative requirements in line with core values.
- To work with colleagues across the council to build functionality and capability within the council to enable transformation and by changing expectations, deliver change which will become integral to how the Council operates, in order to ensure an enduring culture of change, innovation and an agile working approach

- Ensure the Council fulfils any statutory requirement for which the post holder is responsible
- Responsible for Expenditure Budget of £7m
Income Budget of £0.5m
Staffing reports 139

3. Role specific duties and accountabilities: *please refer to [role of the manager](#) detail or advice & guidance document*

Horizon Scanning

- Develop long term strategies for future service needs including Information Technology and Artificial Intelligence Strategies
- Identify own and manage risks arising from strategic and operational plans within area of responsibility. Advise stakeholders on risks and issues related to regulations and standards and investigate any areas for concern, implementing policies to support the delivery of council objectives and plans which comply with all relevant legislation and statutory requirements.
- To lead transformation activities, identifying new opportunities and managing interdependencies and risks to support directorates to achieve sustainable change within their services.
- Lead the transformation programme ensuring clarity of accountability, management of risk, full visibility of savings achieved, services are fit for purpose, for Walsall citizens and for the future.
- To identify strategic opportunity and deliver continuous improvement that balances the needs of individual directorate services.
- To enhance digital service capability and improve delivery, working closely with digital partners to exploit emerging technologies.

Leading People

- Embed our values and behaviours across the workforce/lead by example
- Lead the transformation agenda ensuring leaders, managers and colleagues take into account diversity when planning changes to service delivery and that leaders and managers model the Council's values and behaviours, engage with colleagues, build a clear vision and drive accountability.
- To lead and manage the transformation programme, ensure change programmes are clearly articulated and communicated to the organisation and across directorates.
- Ensure that the strategic aims of the organisation are clear and reflect the Council's vision, values and priorities and the needs of the people of Walsall.

Managing Resources

- Plan and manage significant budgets and undertake future planning for financial stability

- Ensure that the transformation programme has appropriate governance reporting and risk management arrangements in place
- Provide strategic direction across all directorates to enable and support forward thinking and innovative service delivery which puts the customer at the heart of services.
- Provide direction on best practice and value for money for transformation activities
- Develop and foster effective relationships with external stakeholders, partners and agencies, representing and promoting the Council's interests with these groups.
- Ensure service delivery is flexible and cost effective
- Ensure Walsall Council is an "Employer of Choice" with a strong employer brand, able to attract and retain high quality staff, with the agreed values and behaviours
- Provide independent senior level accountability and assurance to the Corporate Management Team that information risks are addressed
- Ensure that information risks are treated as a priority for business outcomes
- Provide accountability and assurance to Corporate Management Team that the Council has embedded and is maintaining operational compliance with the Information Governance Framework policies and associated data protection, information security, information management and information technology processes and procedures
- Play a vital role in promoting the Council's understanding of information, enabling its optimal effective use

Managing Performance

- Develop a culture of high performance, setting high standards the cross the organisation
- Ensure members receive the best quality training to fulfil their roles
- Ensure Transformational activity is aligned to delivering the Councils vision, policies and priorities ensuring that these are understood and implemented both corporately and at a service level
- To work with the Councils customers, commissioning and operations directors using business intelligence to identify digital opportunities and continue to digitise services.
- Ensure sufficient resources available to deliver service priorities through effective workforce planning including recruitment and selection, retention, talent management and succession planning.
- Contribute to the Council's budget process, advising the senior managers within the directorate and Elected Members on service priorities and implications of budgetary options.
- Ensure work-streams are managed effectively with risk, timescales and deliverables clearly identified.
- Ensure the Transformation Programme is effective and fully considers modern governance of the Council and the legality, probity, integrity, proper public accountability and scrutiny of its decision-making processes.

Managing Self

- Maintain high levels of knowledge and expertise through CPD networking with other professionals, constantly striving to improve.
- The post Holder is responsible for his or her own self development on a continuous basis at the developing and maintaining his substantial quantity of up to date

knowledge of the specialist area and detailed generalist knowledge across a wide spectrum of related fields comma and asset fully expected to undertake suitable development and training.

- To enhance own performance working constructively with their line manager to identify personal strengths and agreeing actions in relation to development needs

4. Key Stakeholders and reporting lines

- Reports to the Executive Director for Resources and Transformation
- Executive Directors, elected members, senior managers from across the council, Trade Unions and partner organisations
- Elected members to work with members to assist in their understanding and engagement of services and to provide them with appropriate support and advice
- Community stakeholders to build and develop effective relationships with a variety of stakeholders including business and enterprise organisations voluntary sector groups and partners



JOB TITLE	GRADE	
<p>Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.</p>	<p>Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T</p>	<p>WEIGHT CODE shows relative importance Low=1 Medium=2 High=3</p>
<p>Behaviours: refer to corporate behaviours document</p>		
<p>Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.</p>	A/I	3
<p>Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.</p>	A/I	3
<p>Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.</p>	A/I	3
<p>Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.</p>	A/I	3
<p>Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.</p>	A/I	3
<p>Abilities/Skills: (refer to JE guidance document)</p>		
<p>Ability to identify, promote, implement and fully optimise sustainable, affordable, fit for purpose digital technology solutions that enhance the Councils ability to deliver services to residents, that increase productivity and drive performance</p>	A/I	3
<p>The ability to horizon scan and looking to the future to take advantage of opportunities and manage potential threats.</p>	A/I	3
<p>Ability to successfully lead organisational change and improvement in a complex organisation and achieving sustainable positive outcomes</p>	A/I	3

Evidence and ability to build effective partnerships, internally and externally, and to use high level challenge, negotiating and influencing skills that bring about consensus to desired change	A/I	3
Strong leader and corporate player who is resilient, robust and is committed to the highest professional standards.	A/I	3
The ability to provide a clear overview of complex issues and provide sound, professional and reliable advice	A/I	3
The ability to provide creative solutions aligned to corporate and strategic objectives	A/I	3
Ability to think, plan and act strategically	A/I	3
Ability to translate organisational/corporate strategies into effective functional plans	A/I	3
An ability to analyse complex information, situations and issues, deploy highly developed problem-solving skills and make high impact decisions	A/I	3
Able to build and maintain relationships, alliances and networks both within and external to the Council and also able to influence at various levels in the Council including: - Councillors, Government, officers, business partners, visitors and residents	A/I	3
Outstanding influencing skills, across a variety of diverse organisations and stakeholders, particularly in motivating, negotiating and influencing others	A/I	3
Evidence of a successful track record of communicating and working with stakeholders and partners	A/I	3
Ability to communicate a compelling vision to key stakeholders externally as well as managers and staff internally to ensure operational performance.	A/I	3
Knowledge/Experience: <i>specify type, level and qualitative (not quantitative required); if any.</i>		
Demonstrates a broad knowledge and understanding of management in large, complex, organisations	A/I	3
Demonstrates knowledge and understanding of the legislative frameworks and government policy agendas in respect of service delivery and transformation	A/I	3
Proven, successful track record of running a range of diverse functions, including leading a Project Management Office.	A/I	3
Wide ranging experience and understanding of digital technologies	A/I	3
Experience of implementing digital technology solutions in complex organisations	A/I	3
Evidence of substantial and successful management experience within the specialism of this post, including portfolio management expertise e.g. Prince	A/I	3

2, lean six sigma and managing programmes of change, including leading a Project Management Office			
Demonstrates a track record of success in leading, mobilising, deploying, motivating, developing and inspiring people		A/I A	3
Demonstrates personal credibility, sound judgement and the ability to form positive inter-personal relationships.		A/I	3
Demonstrates understanding of political sensitivity and the implications of working within a political and democratically accountable organisation.		A/I	3
Experience of applying risk management in setting strategy and in identifying and managing principal risks to achievement of objectives		A/I	3
An understanding of alternative methods of service delivery, including commissioning		A/I	3
Well-developed political acumen, credibility and stature that engages and commands the confidence of Members, staff, the community and diverse stakeholders. High level of financial and commercial acumen		A/I	3
Able to demonstrate experience of initiating, leading and managing complex transformation programmes across a broad range of services within a large complex organisation and which have achieved specific outcomes such as cost reduction, service efficiency, improved services for customers (residents), digital technology implementation.		A/I	3
Commercially aware with the ability to act with entrepreneurial flair.		A/I	3
Evidence of highly developed networking, negotiation and influencing skills supported by outstanding advocacy, oral, written and presentation skills.		A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Educated to Degree level and/or a Post Graduate Diploma/Level 7 qualification in a relevant subject and/or significant relevant strategic experience.		A	3
Demonstrated commitment to further professional development, ideally in transformation, change or performance improvement.		A	3
Evidence of continuing professional development Prince 2, lean six sigma		A	3
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		A/I	3
Awareness of, and commitment to, confidentiality and handling data		A/I	3
Prepared by:	James Walsh/ Deborah Hindson	Date: 23/10/20	