

Job Description and Specification

Job Title:	Head of Transformation & Improvement
Reference:	CESM3025
Service:	Improvement
Grade:	SMG
Reports to:	Assistant Chief Executive
Location:	Delamere House, Crewe with travel to Macclesfield Town Hall and other locations within Cheshire East.
DBS Check:	Basic DBS

Your job

Lead the development and delivery of the council's Transformation Plan including effective governance and PMO to support continuous improvement, demand management and financial sustainability.

Drive and establish a culture of continuous improvement, innovation and business excellence throughout the Council in line with the vision and priorities within the Corporate Plan.

In this job you will

1. Working closely with the Corporate Leadership Team and Wider Leadership Team, the post holder will promote and support the development and delivery of the Council's transformation programme
2. Develop, embed and manage transformation and improvement governance arrangements including a PMO and consistent, best practice approach to programme and project management.
3. Support the delivery of a high-performance culture promoting continuous improvement, transformation, productivity, innovation and evidence-based decision making which will ultimately support the Council in delivering its Corporate Plan.
4. To manage relationships with politicians, policy makers, the wider public sector and other external agencies to influence the Council's strategic transformation agenda and ensure the best possible operating environment.
5. Support the development of strong formal and strategic partnerships with key organisations and partners, particularly in and across the Cheshire East footprint, seeking opportunities for collaboration and improvement.
6. Assist the Director of Improvement as required, deputising, when necessary, at both local and national levels and, carrying out other duties and responsibilities as may be required from time to time while displaying the skills, experience and flexibility expected of a Head of Service.
7. Provide full and detailed information to individual Elected Members and Committees to assist them in decision making with relation to activities covered by the Service.
8. Take direct line management responsibility for the designated service budget ensuring the achievement of the annual budget targets, including savings and income generation as appropriate.
9. Lead and deliver business process change and improved ways of working across the Council; challenging existing practices where appropriate and focusing on improved customer outcomes and value for money to support the Council in achieving its strategic objectives.
10. Lead the implementation of strategic reviews and other initiatives commissioned by the Chief Executive and the Corporate Leadership Team.

11. Contribute to the Council's budget process, advising the Assistant Chief Executive and Elected Members on service priorities and implications of budgetary options.
12. Strengthen and further develop effective relationships with and between partners who also provide services to the residents of Cheshire East, including public, private, third party, independent, voluntary and community sectors, in order to focus resources jointly on improving outcomes for residents and ensuring supporting transparent consultation and engagement processes which promote active participation and involvement in service redesign.
13. Lead the work of the service in supporting the Council's corporate vision, strategies and objectives and represent the service on organisational driven work streams and initiatives.
14. Identify clear annual and long-term objectives for the service, overseeing development and performance management of action plans and ensuring identification and response to major risks.
15. Review and challenge a range of management information and business intelligence to ensure best practice, value for money and most effective delivery models within the Service.
16. Agree and prioritise the Service budget, ensuring spending is kept within agreed limits.
17. To attend Council and Committee meetings, provide necessary reports and manage, under the Assistant Chief Executive's leadership and direction, relationships with relevant members of Cabinet
18. To be responsible for the maintenance/accuracy of the service establishment in UNIT4 and accountable for budgets associated.

From time to time you may be asked to undertake work as may be determined by the Chief Executive and/or an Executive Director and/or Director This will be up to or at a level that is consistent with your job role. This supports our joint commitment in our employee deal to work together as one team and one council to deliver the best service for our customers and communities.

In this job you will need

You must be able to demonstrate the following essential requirements:

- Experience and demonstrable success in leading organisational, service and cultural change, with evidence of innovative and transformational thinking.
- Demonstrable experience of managing a transformation and change management programme within a large, complex organisation.
- Experience and consistent achievement in an organisation of comparable scope and complexity pursuing a corporate or significant service transformation agenda.
- Experience of leading or operating within a PMO and embedding programme and project management methodologies
- Extended experience, knowledge and understanding of improving and managing performance at both an organisational level and across complex service areas
- Extended experience of working at a high level of policy and strategy development and delivering a coherent and creative vision for the future.
- Knowledge of all Council services, their service proposition and their impact on local residents, businesses and partners
- Managing multi-disciplinary teams and developing clear work programmes for individuals and teams
- Committee structures and processes for key reports and decisions
- Equality and diversity considerations for service users with regard for any issues related to equalities
- Degree or equivalent Professional Qualification e.g. project management

Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

Our values

Flexibility: adaptable, open to learning and resilient

Innovation: creative, challenges convention and always looks to improve

Responsibility: delivers on promises, efficient and has integrity

Service: listens, delivers quality, is reliable and enables others

Teamwork: respectful, inclusive and contributes at all levels

Our COMMITMENT

Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

Your COMMITMENT

Shared purpose

- Bring a positive and can-do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

Working for a brighter future together

