



Job Title	Head of Transformation
Department	Adult Social Care - Adults, Health and Integration
Section	Adult Social Care
Grade	SM1
Reports to	Director for Adult Social Care and Operations
Staffing Area/ Responsibility	Service Transformation, Performance, Insight and Improvement

Job Purpose:

As a member of the Senior Leadership Team in Adult Social Care, there are 5 key roles

1. Strategic Lead and oversight of the delivery of a programme of complex organisational transformation, improvement and performance driven change.
2. Responsible for ensuring the individual services you manage deliver a high quality and cost effective service, underpinned by continuous improvement that is driven by qualitative and quantitative data.
3. Lead within your service and across the department to ensure the services you directly manage are working closely and collaboratively with the wider department, directorate and partnership. In addition, take on leadership roles which cross cut the whole department.
4. Take the lead for Adult Social Care in corporate (Hackney Council) projects, championing the department and its objectives, ensuring the department's needs are recognised in corporate projects and that the department delivers on corporate objectives and those driven by our members.
5. Responsible for the overall budget associated with the respective areas of responsibility, ensuring it is robustly controlled and managed within the allocated limits

Principal Accountabilities:

1. Strategic lead the delivery of a programme of complex organisational transformation
2. Lead a project team to deliver organisational and cultural change, business process re-engineering and provide the momentum to deliver and sustain the transformation.
3. Lead service improvement, transformation and cultural change workstreams across the area
4. Advise and support the senior management of department and AH&I directorate on the departments strategic transformation initiatives and future changes
5. Advise and support the Strategic and Operational Director and departmental management team supporting departments' strategic policy and change agendas to deliver effective services.
6. Work collegiately with colleagues on the Senior Leadership Team (SLT), and make a proactive contribution delivering departmental and corporate objectives.
7. Lead and manage a portfolio of transformation and service development focused teams in alignment with both corporate and departmental aims and priorities.
8. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
9. Work closely with the Operational Director, Adult Social Care to support effective working relationships with relevant portfolio holders.
10. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations.
11. Strategic leadership to designated service areas in order to meet departmental and partner expectations
12. Advise senior managers in relation to new and emerging models, best practice and Government initiatives and policies in relation to transformation.
13. Lead, influence and stimulate cultural and behavioural change by using targeted service redesign and change techniques with individuals, groups and teams in a positive and supportive way.
14. Provide strategic leadership and direction to secure commitment to change by engaging and managing stakeholder interests and tailoring communications to different audiences in ways that invigorate interest and relay complex issues easily and effectively.
15. Work collaboratively with services, staff and managers to develop workable and innovative solutions to complex business problems as a means of increasing efficiency, improving the delivery of services to customers and delivering tangible benefits to the customer and organisation.
16. Build effective working relationships and achieve agreed objectives through strong negotiating and influencing capabilities and by working in partnership with the Strategic and Operational Director, Heads of Service, and staff across the Council.
17. Support the Strategic and Operational Director to deliver savings identified within the council and support the Council's Budget Strategy.
18. Keep up to date and identify the implications of new legislation, government policy and developments in the wider community which impact on the department's plans, policies and services.
19. Provide challenge within the teams but also across the department to develop the services that underpin these teams and make them a success.
20. Deputise for the Operational Director, Adult Social Care as, when and where required
21. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults
22. Carry out duties with due regard to the Council's customer care; equal opportunities; information governance, data protection and health and safety policies and procedures.
23. Undertake any other duties commensurate with the general level of responsibility of this post

**Head of Transformation
Adult Social Care
Personnel Specification**

JOB SPECIFIC REQUIREMENTS

1. Essential experience in the management of change
2. Understanding of the key current policy directives for adult social care and health
3. Experience and commitment to promoting partnership and integrated working alongside co-production methods

QUALIFICATION AND EXPERIENCE

1. Degree or equivalent qualification or proven experience
2. Comprehensive understanding of current policy issues facing local government and adult social care, particularly in relation to service redesign, savings and public involvement, the role and function of local government and of the political context and environment
3. Extensive knowledge of methods and techniques to manage and influence behavioural and cultural change
4. Knowledge of stakeholder analysis and customer relations with the ability to interact with people in an effective manner
5. Broad knowledge of most technical and business resources and use them to effectively coordinate and external resources
6. Extensive knowledge of transformation, service redesign and service improvement models and good practice
7. Evidence of significant relevant Continuing Professional Development (CPD).
8. Extensive experience of successfully delivering service redesign and change projects which improve customer focused service delivery and deliver savings
9. Proven track record of achieving and managing cultural and organisational change and of leading improvement in relevant areas;
10. Significant business experience of understanding services and developing plans to meet their needs in a timely and cost effective fashion
11. Significant experience of work commissioning and maintaining oversight over a large portfolio of work
12. Experience of developing and delivering large scale projects and programmes
13. Experience of leading the development and delivery of customer focused services and service improvements, managing demands and pressures on the service and tight deadlines
14. Experience of dealing with multiple concurrent issues and reacting appropriately to the resolution of technical and business priority and objectives conflicts
15. Experience of building and sustaining relationships across organisations at a strategic level
16. Working collaboratively across organisational boundaries to shape and deliver strategic plans;
17. A record of innovative achievements in joint working with partners and stakeholders.
18. Experience of influencing and delivering change in a large complex organisation
19. Excellent record of engaging with a wide range of internal and external stakeholders and building and maintaining productive working relationships to achieve change
20. Extensive experience of managing and motivating people to achieve successful outcomes and deliver change
21. Experience of leading and motivating teams to deliver an excellent service

Skills

1. Strong leadership and management skills including people, performance and budget management

2. Ability to work collaboratively, corporately and departmentally creating a strong team spirit
3. Strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism
4. Ability to develop and maintain effective partnership arrangements both internal and external to the organisation.
5. Ability to identify opportunities through multi-agency working that deliver improvements.
6. Ability to develop and deliver a clear sense of service direction and purpose.
7. Excellent judgement and demonstrable track record of management decision making.
8. High level planning and management skills ensuring excellent service delivery.
9. Ability to think and act strategically, analyse complex evidence and develop practical, innovative and entrepreneurial solutions to the management of strategic issues and complex problems.
10. Organisational skills to translate strategy into plans and deliver high performing services, managing risks and overcoming barriers to success.
11. Communication, influencing skills to inform, consult and negotiate with a wide range of audiences in a straightforward, articulate and persuasive manner and the interpersonal ability to engender confidence and respect.
12. Ability to adopt an innovative approach to complex situations to generate new perspectives and to react positively to problems and develop radical solutions to improve service delivery
13. Ability to accept and manage changes to circumstances and prioritise, with a track record of fostering and sustaining partnerships, working collaboratively across boundaries and achieves results through motivating and leading others
14. Demonstrable programme and project management, service redesign, transformation and change management skills