

Role Profile

Job Title:	Transformation Manager (CQC assurance)
Location:	Colindale/ Hybrid
Department:	Transformation
Directorate:	Communities, Adults and Health
Grade:	K
Salary Range:	£50,910 - £56,022
Reports to:	Head of Transformation

1. Job Purpose:

This is a critical and high-profile role within the Communities, Adults and Health Directorate. The Transformation Manager (CQC assurance) will be required to lead our programme of change in relation to CQC assurance preparation and related service improvements.

- Leading and managing the overall Ambitious for Adults governance arrangements, into which the CQC assurance work also reports
- Leading the annual Self-Assessment and associated evidence bank
- Developing strategies and plans to address any issues and challenges identified by CQC assurance preparation activity.
- Managing critical projects to deliver change and improvements to services delivered to residents.
- Leading, managing and developing staff within the Transformation Team as required for CQC assurance preparation activity

2. Key accountabilities:

- Ensure the following activities related to CQC assurance preparation are delivered in a timely way, escalating key risks and issues to the Programme Sponsor/Executive Director and the Senior Responsible Officers:
 - The established programme of preparation work continues to be delivered in partnership with partners, residents, and staff.
 - A programme plan is in place to deliver CQC assurance preparation activities in the required timescales and is refreshed at regular intervals, to be agreed upon with the programme board.
 - Key milestones are met prior to CQC assurance commencing.
 - A high-quality, well-evidenced Self-Assessment is developed and refreshed annually. This postholder will lead in pulling it together.
- The role will be complex, challenging, and outward facing. It will work across teams internally, with local partners and resident groups. The post holder will display excellent judgment, and political astuteness and have confidence in working closely with – and advising – senior officers.
- Gather and analyse data and information, and work with stakeholders, to identify improvement opportunities, build cases for business change and measure / evaluate the impact of projects

and services. This will include close working with the Performance and Insight Team and identifying good practices from across local government (and other industries).

- Work with the Head of Transformation to develop business improvement and transformation plans that are in line with corporate and service priorities and focus on delivering improved services and where relevant, efficiencies and sustainability.
- Lead on critical transformation projects related to CQC assurance preparation and associated service improvement, ensuring that they are run to time, budget and quality requirements and delivery efficiencies and/or service improvements. This will include working across business functions and departments to ensure that the necessary expertise and capacity are in place.
- Lead on ensuring that governance related to CQC assurance preparation is strong and that project governance/programme management across the directorate is joined up to ensure that all improvement/transformation projects focus on priorities and deliver benefits.
- Act as a champion for innovation and continuous improvement – both in day-to-day operations and in devising strategies for future business development. Scrutinise and challenge all projects and programmes to ensure continuous improvement acts as a key driver and a measurable outcome.
- Ensure the department's operating procedures are effectively maintained and updated.
- Work closely and collaboratively with the Joint Commissioning Team, corporate departments, Health, and other partner agencies to ensure that commissioning and improvement work is joined up.

4. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

- Abid by Barnet's health and safety policy, associated arrangements for managing, and implementing the manager's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure risk assessments are in place for all tasks/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of control measures.
- Monitor health and safety compliance arrangements and act where there are concerns.
- Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

To deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Experience & Knowledge		
Excellent leadership skills in managing (project) teams in a complex environment	Essential	Application/Interview
Ability to promote high achievement in staff through providing support, empowering staff, and providing a constructive challenge.	Essential	Application/Interview
Ability to recognise high levels of performance and achievement and provide constructive challenge where standards are not being met	Essential	Application/Interview
Ability to consider a team as a whole and ensure good use of skills across projects and work plans	Desirable	Application/Interview
Good delegation and decision-making skills. Understanding and awareness of when to intervene or act as a point of escalation	Essential	Application/Interview
Ability to lead collaboratively and engage stakeholders in a shared vision and approach to achieve results	Essential	Application/Interview
Ability to communicate complex issues clearly and effectively to a wide range of stakeholders, from senior management to Barnet residents. Excellent written and verbal communication skills.	Essential	Application/Interview
Excellent analytical skills and ability to synthesise complex data and information into a clear narrative to make recommendations and aid decision-making	Essential	Application/Interview
Ability to quickly establish strong working relationships and networks with internal and external partners to drive change	Essential	Application/Interview

Ability to deal with challenging stakeholders, able to constructively challenge and be open and honest when communicating with others	Essential	Application/Interview
Understanding of political and reputational aspects of transformation and engagement work and ability to manage these risks	Desirable	Application/Interview
Demonstrable record of high performance and striving for continuous improvement	Essential	Application/Interview
Ability to form connections between teams and pieces of work to ensure the most efficient use of resources	Essential	Application/Interview
Excellent attention to detail, around financial and project management	Essential	Application/Interview
Actively seek out creative and innovative ideas to improve services and deliver charge	Essential	Application/Interview
Skill & Ability		
Ability to collect, manipulate and interrogate data and information to identify improvement opportunities and support cases for change	Desirable	Application/Interview
Knowledge, experience and understanding of delivering high-quality and cost-effective improvement/transformation projects and programmes	Essential	Application/Interview
Competence and experience relating to transformation projects in a social care and health environment	Essential	Application/Interview
Fully competent in the use of standard Microsoft Office products such as Outlook, Word, Excel, PowerPoint, and Visio	Essential	Application/Interview
Proven management skills, able to lead project teams to achieve successful outcomes	Essential	Application/Interview
Sound practical understanding of policies, processes, and legislation necessary to deliver complex services to clients and carers	Essential	Application/Interview
Experience in financial or budget management	Desirable	Application/Interview
Values & Behaviours		
Caring		

Support- I support my colleagues in delivering excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application/Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision-making.	Essential	Application/Interview
Agile- I am fully empowered to act within the scope of my role	Essential	Application/Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application/Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application/Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Application/Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity, and inclusion in delivering outcomes for residents, and take an active role in ensuring they are implemented and integrated into everything I do.	Essential	Application/Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application/Interview
Accountable- I accept responsibility for my own actions and decisions and demonstrate commitment to ensuring these align with what is best for Barnet	Essential	Application/Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application/Interview