**JOB DESCRIPTION**

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| **POST TITLE:** Assistant Director of Change | |  | | | |
| **GRADE:** G16 |  | | | | |
| **DIVISION / UNIT:** Change Team | | | | |  |
| **DEPARTMENT:** Strategy and Communities | | |  | | |
| **REPORTS TO:** Assistant Chief Executive - Strategy and Communities | | | |  | |

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| **PURPOSE OF THE JOB** |

* Leading the council’s change function to deliver impactful, resident focused transformation across the organisation.
* This role provides expert change and transformation leadership, it is responsible for designing and delivering Southwark’s transformation portfolio to achieve our organisational priorities including Southwark 2030, improved services for residents and the delivery of savings.
* The role will lead teams to deliver a variety of cross-cutting and complex change programmes in partnership with services. Transformation and change initiatives include new operating models, service redesign and improvement, innovation, and business change projects.
* The post holder will work with colleagues across the organisation including our Chief Executive and Corporate Management Team to identify opportunities for transformation and provide a high-quality service offer.
* The post holder will continuously improve and develop the council’s approach to change and transformation creating a high-performing team that delivers tangible positive outcomes.
* The role will lead on the best use of change frameworks, methodology and training. The post holder will develop our change capability and ensure the best use of transformation methods to deliver desired outcomes.
* The post holder will collaborate with the wider leadership team within Strategy and Communities to create a seamless service and multi-disciplinary function for the organisation.
* The post holder will provide visible transformation leadership both internally and externally to maximise opportunities for Southwark. This includes engagement with Southwark’s political leadership and high-profile partnerships.

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| **PRINCIPAL ACCOUNTABILITIES** |

**Responsibilities**

1. Lead the Change team to deliver high-quality, impactful transformation across the council.
2. Provide high-quality leadership to the Change team, and to multi-disciplinary programme teams (including through matrix management) to build momentum, solve complex challenges and deliver benefits.
3. Work with senior leaders to create a strategic transformation plan and portfolio that is fully aligned to strategic priorities, delivers meaningful change and realises significant benefits, including the delivery of financial savings. The post holder will connect high-level ambitions for the council to the delivery of a clear transformation plan that is fully integrated into the organisation.
4. Lead the development and delivery of a range of transformation programmes including the design of cross-cutting, multi-faceted and multi-staged projects.
5. Create a highly collaborative, action focused team and culture that delivers innovative and impactful change at pace.
6. Ensure that teams are making the best use of a wide range of programme and project methods including agile, MSP, Prince2, service design, innovation and business analysis.
7. Ensure the change team is continuously improving and developing, including creating opportunities for learning, development, and career progression. Positively challenge and support the team to deliver their best work.
8. Lead a high-quality Programme Management Office (PMO) including portfolio and programme reporting, risk management and the measurement of benefits.
9. Collaborate with leaders within Strategy and Communities to jointly lead the directorate, ensuring that teams work as one to maximise impact and provide a seamless service to the council.
10. Co-lead the wider Strategy and Communities service to draw on the skills and expertise within the wider team and ensure that other teams in the service benefit from support from the Change team. This will include both matrix management and informal collaboration.
11. Develop excellent relationships with Members and senior leaders across the council to deliver our transformation portfolio. This includes the provision of high-quality advice and guidance and ensuring that senior responsible officers are fully engaged and supportive of the work of the team.
12. Work with the Chief Executive and the Assistant Chief Executive - Strategy and Communities to ensure the transformation portfolio is meeting the needs, expectations, and priorities of the organisation.
13. Ensure change is truly resident-led and that residents are at the heart of our transformation plans. Champion and utilise a range of methods to ensure resident voices are shaping change.
14. To deputise, as appropriate, for the Assistant Chief Executive - Strategy and Communities.
15. Ensure that budgets, team performance and all statutory and human resources aspects of the service are well managed in line with council policies and procedures.
16. Highlight opportunities for change and transformation and continuously advocate for and champion the service. Ensure that the purpose and impact of the Change team is well communicated across the council.
17. Promote and champion the team externally; connect to and network with relevant external organisations, partners and individuals to create opportunities for change and transformation in Southwark. Continuously improve and innovate the service.
18. As a leader and senior manager model behaviours that demonstrate an active commitment to stand against all forms of discrimination and racism in the work place and work to make Southwark more equal and just.

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| **JOB CONTEXT** |

**Strategic context**

A dynamic and vibrant London borough, Southwark Council provides services to a diverse community of over 300,000 people. We are home to thriving businesses and iconic cultural institutions, yet our communities often face acute challenges such as economic deprivation and social inequality.

Southwark 2030 sets out our vision for our borough that together, we will build a fair, green and safe Southwark where everyone can live a good life as part of a strong community. Through Southwark 2030 we will leverage our assets to focus on the priorities that matter most for residents and adopt new ways of working to help tackle structural inequalities, harness the impact of preventative approaches, and empower our people.

**Role context**

Within this wider strategic context Southwark faces similar challenges to many local authorities, we are facing pressures from rising demand, escalating costs and reduced budgets. We have ambitions to improve service delivery for residents, including improved customer experience and outcomes, alongside a need to achieve service efficiencies and deliver financial savings.

We have delivered initial phases of Future Southwark our transformation programme that supports these ambitions. We are now looking to build a permanent transformation capability to deliver future phases of transformation and change and develop a transformation portfolio that supports wider change across Directorates.

We are looking to appoint an Assistant Director of Change that understands that through transformation we can make services better and more impactful for residents while also improving value for money. This role will cover a wide-range of change programmes and initiatives including cross-cutting areas such as our approach to corporate resources, assets and third-party spend.

The post holder will be adept at building relationships and trust with Directors of services to identify opportunities for transformation, and have the knowledge, skills and expertise to create ambitious yet realistic change programmes that deliver measurable benefits for both residents and the organisation.

The Assistant Director of Change will be highly comfortable with matrix management both in terms of leading multi-disciplinary programme teams, and also in providing project management and delivery resource to other managers.

**Team structure**

The post will lead and manage a small team of programme and delivery professionals, including the council’s Project Management Office (PMO). The team will include a small substantive with the potential for additional roles to be funded on a business case basis.

**Financial responsibilities**

To set annual budgets, record expenditure, monitor and report outcomes across all employees.

**Conditions of Service**

There is a requirement for the post holder to work outside normal office hours and at different venues to meet the needs of the service.

**Health & Safety**

The role requires a full understanding of the statutory and best practice requirements of working in a public environment.

**Job sharing**

This post is not open to job share.

**Grade/Conditions of Service**Grade 16 (To be graded)

**Probation**

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council’s satisfaction your suitability for the position in which you are employed**.**

**PERSON SPECIFICATION**

The person specification is a picture of skills, knowledge and experience required to carry out the job.

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| **Knowledge, including educational qualifications:** | **Essential (E)** | **How assessed (S/ I/ T)** |
| 1. In-depth understanding of transformation and change approaches including programme and project delivery methods. | E | S |
| 2. Professional qualifications relevant to change delivery and a clear commitment to continuous professional development. This includes (but is not necessarily limited to) qualifications in programme and project management. | E | S |
| 3. Extensive knowledge and expertise of the current and pressing challenges impacting the local government sector, and an understanding of how change programmes can benefit councils. | E | S I |
| 4. Knowledge of a variety of change and transformation methodologies and how their practical use can benefit Southwark. | E | S I |
| 5. Knowledge of how to ensure transformation is outcomes focused and delivers real benefit to residents. | E |  |
| **Experience:** |  |  |
| 6. Extensive experience of leading change and transformation functions, ideally within a public sector and politically led setting. | E | S I |
| 7. Extensive experience of delivering complex transformation programmes across a range of services including service redesign, the creation of new operational models, digital transformation and new service structures. | E | S I |
| 8. Demonstrable experience of delivering project benefits including service efficiencies and savings projects. | E | S I |
| 9. Experience of creating and developing high-performing teams including recruitment, coaching, leadership and performance management. Experience of providing excellent day-to-day leadership of programme and project teams. | E | S I |
| 10. Experience of developing strategic approaches to change such as creating new corporate strategies, plans, transformation portfolios and programmes. | E | S I |
| 11. Extensive experience of working with senior leaders to deliver change, including influencing senior leaders to deliver impact. | E | S I |
| 12. Experience of working with Cabinet Members and Councillors | D | I |
| 13. Experience of working on complex challenges, resolving issues and maintaining momentum | E | I |
| 14. Specific experience of delivering change and transformation teams within local government. | D | I |
| 15. Specific experience of delivering transformation portfolios within a local authority, including service redesign, improvement, and the delivery of savings. | D | S I |
| **Aptitudes, Skills & Competencies:** |  |  |
| 16. Highly collaborative including with peers and senior colleagues | E | I |
| 17. Open and adaptive attitude that responds well to emergent issues and change. | E | I |
| 18. Supportive leadership style that motivates teams, drives a high-performing culture and encourages high-quality work at pace. | E | I |
| 1. A proven track record of influencing for positive outcomes with senior level strategic decision makers | E | I T |
| 1. Commitment to continuous learning, innovation and service improvement for self and team | E | I |
| 1. Excellent written and oral communication skills including a strong ability to present to stakeholders | E | I T |
| 1. Strong attention to detail and a desire to ensure that all outputs from the team are high quality and impactful | E | I |
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| **Special Conditions of Recruitment:** |  |  |
| 1. Comply with and promote the Council’s Equality and Diversity policies | E | I |
| 1. Attendance at meetings outside of office hours as and when required | E | I |

**Key: S** Shortlisting criteria **I** Evaluated at interview

**E** Essential **T** Subject to test