

Job Description

Job Title	Transformation Business Partner
Directorate	Strategy & Change
Service Area	Transformation
Grade	11
Competency Level	2
Salary	£61,840 – £68,419
Job Type	Hybrid
Location	Cunard Building
Disclosure and Barring Service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

To lead the engagement of transformation support, challenge, advice, and guidance within directorates, including the effective prioritisation and deployment of any transformation team support resource, to meet the organisation's transformation requirements and ambitions.

Working with senior leaders, corporate transformation colleagues and key stakeholders and support services across the organisation, take the lead in the

effective discovery, design, and delivery of transformation initiatives (including projects and programmes).

Directly Responsible For:

Programme Managers; Senior Project Managers; Project Managers; and Assistant Project Managers. Matrix management of Business Analysts; Assistant Business Analysts; Change Managers; and Project Support Officers.

Directly Responsible To:

Transformation Portfolio Manager

Main Areas of Responsibility:

- **Shaping and definition of change:** Within Directorates, lead the approach to the discovery, design and delivery of potentially large, complex, high-risk and high-value programmes and projects within the transformation portfolio. Ensure the collaborative development of opportunity assessments, business cases and further appropriate governance tools for change initiatives that fall within the scope of the transformation portfolio. Ensure data, research and evidence of best practice informs any proposed change
- **Best-practice working:** Bring new thinking, ideas and solutions to the identification of change and improvement, removing duplication and fragmentation to deliver efficiencies, often through the adoption of new ways of working. Pursue continuous improvement, contributing to the achievement of team objectives and acting flexibly to implement improved processes
- **Business and cultural awareness:** Use high levels of initiative by working to and interpreting broad corporate transformation policies and strategies to find and develop new solutions with minimum senior management intervention.
- **Planning:** Plan, organise and prioritise the deliverables of the portfolio within Directorates, ensuring the effective sequencing of change and allocating



resource, by negotiation, to the areas that will bring about the greatest benefit to the council

- **Governance and reporting:** Work with Cabinet, senior leadership, PMO and others to develop and communicate progress against high-level plans and ensure detailed reporting and assurance processes are adhered to. Take overall responsibility for programmes' performance management, working collaboratively with the council's intelligence and performance functions to do this. Engage with assurance reviews and support action on recommendations
- **Risk and issue mitigation:** Ensure the proactive identification, mitigation and, if necessary, escalation of any design or delivery concerns. Use negotiation and persuasion skills to resolve complex and contentious issues, such as delays to delivery on cross-council initiatives, with a range of stakeholders, including senior managers
- **Prioritisation and time management:** Have oversight of several change initiatives at any given time and organise a complex workload, often with conflicting priorities. Effectively time manage unexpected and challenging deadlines set by Governance boards, which need immediate action. Manage impacts on business-as-usual tasks/deadlines on a day-to-day basis
- **Interdependency management:** Ensure interdependencies between initiatives are mapped and communicated to key internal and external stakeholders to ensure a joined-up, programme-wide approach
- **Benefits/outcomes management:** Ensure agreed benefits (financial and non-financial) are profiled and realised within time and budget. Provide challenge into the production of business cases and transformation delivery plans to help maximise the realisation of financial benefits
- **Communications:** Work with the council's communications team to ensure progress of the portfolio is communicated to a diverse range of internal and external stakeholders, and that staff have the opportunity to engage with, and shape, initiatives

- **Team management:** Provide support, guidance and coaching for the team, showing a commitment to personal development and promoting effective individual and team performance

Supervision and Management Responsibility:

- Take overall responsibility for Transformation staff deployed within the directorate
- Ensure activities are planned with transformation staff to include meaningful one-to-one conversations, quality annual appraisals and regular workforce planning and development
- Manage performance and behavioural issues effectively
- Be responsible for supervising programme team members including coordinating operational tasks, coaching and mentoring, and providing feedback on performance

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reusing and recycling resources to reduce personal impact
- Set, monitor, and remain within dedicated staffing budgets for the portfolio, whilst challenging the team to deliver increased efficiencies through effective scheduling, prioritisation and resource deployment
- Explores different options for funding and income generation

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The job will include using a computer screen and sitting at a desk for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Degree level qualification (A)
- Programme management qualification or significant relevant experience (A)

Desirable

- Masters level qualification
- Project management qualification

Experience

Essential

- A track record in delivering large scale strategic change and enabling programmes on time and to budget (A, I)
- Excellent experience of stakeholder management, dealing with senior colleagues across a range of functions (A, I, P)
- Experience of managing and matrix managing resources to deliver multiple projects and programmes, with a focus on the end state outcome at all times (A, I, P)
- Experience of inspiring confidence from your team, peers and senior management (A, I, P)

Desirable

- Strong commercial acumen
- Experience of managing 3rd party providers
- Track record of high levels of personal resilience and ability to adapt personal style to suit differing stakeholder needs and concerns
- Track record of being highly effective in the management of risk, quality and issue resolution
- Experience of working in Local Government

Skills/Abilities

Essential

- Ability to work under pressure to tight deadlines, prioritising work to deliver the most critical outcomes. Well-organised and able to manage expectations (A, I, P)
- Able to create solutions that deliver the best business results for the organisation (A, I)
- Able to apply open communication with colleagues, sharing information and supporting team efforts to enable joined up team-based approach (A, I, P)

Desirable

- Ability to work independently. Pragmatic, self-starter and driven
- Takes personal ownership
- Promotes the latest innovative thinking/practices
- Challenges the way things have always been done; does not accept traditional ways of working that do not meet business needs. Applies radical thinking on how things could be done better, simpler or more effectively

- Negotiation and persuasion skills to resolve complex and contentious issues with a range of stakeholders
- Collaborative; works together to get results with the team and with stakeholders
- Understands what the organisation is trying to achieve and why
- Delivers commercial outcomes that meet business and performance objectives
- Results-focused
- Fast-paced and solutions-orientated approach
- Adaptable to working in a highly agile and changing work environment. Thrives working with high levels of ambiguity and complexity
- Strong analytical, interpretation and problem-solving skills to help resolve complex problems. Creates solutions that provide a fresh and novel perspective

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council