

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Transformation Manager
Grade	PS10	Reports to:	Senior Transformation Manager
		Directorate/School	Resources
JE Band	371-438	Service/Department	Design & Transformation
		Date Role Profile created	Feb-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To support systemic change across the organisation by leading designated programmes of work and assisting in transformation projects from start to finish, ensuring they are completed on time, within scope, and within budget.</p> <p>Collaborate with internal and external stakeholders to gather requirements and understand their needs, helping to define problem statements and ensuring alignment and support for transformation initiatives to enhance project outcomes and drive strategic change.</p> <p>Analyse business processes and identify areas for improvement using a range of methodologies. Support the creation and implementation of solutions that address specific challenges, ensuring sustainable improvements and alignment with user-centric design principles.</p> <p>Accountabilities</p> <ol style="list-style-type: none"> 1. Support complex transformation projects as required by assisting in planning and execution and lead designated programmes of work from start to finish to ensure they are completed on time, within scope, and within budget, contributing to organisational efficiency and effectiveness. 2. Collaborate with stakeholders to gather requirements and understand their needs, helping to define problem statements and ensuring alignment with transformation initiatives. 3. Conduct detailed analysis of existing processes to identify areas for improvement, using methodologies like Lean, Six Sigma, and Agile to support optimisation efforts. 4. Assist in developing and implementing change management strategies to ensure smooth transitions during transformation projects, reducing disruption and increasing employee adoption. 5. Create, collect and analyse data, to support evidence based decision making and measure the impact of programme activity, ensuring data-driven improvements. 6. Design and implement solutions that address specific challenges, enhancing efficiency and effectiveness while ensuring alignment with user-centric design principles. 7. Promote a culture of continuous improvement by encouraging feedback and learning from past projects, applying best practices to future initiatives. 8. Monitor the progress and impact of transformation projects, providing updates and reports to senior team members to ensure transparency and accountability. 9. Stay informed about the latest industry trends and methodologies, incorporating innovative approaches into transformation projects to drive better outcomes.
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Work Context	<p>The Design & Transformation Service operates in a dynamic, agile environment, delivering strategic transformation initiatives across the council. The team is divided into three main sections: Design, Transformation and Data, each crucial for driving change and innovation.</p> <p>Emphasising continuous improvement, the service requires team members to proactively identify opportunities for collaboration, optimisation, and efficiency gains. Effective communication and collaboration with internal and external stakeholders are essential for the successful delivery of transformation initiatives. The team is committed to excellence, innovation, and strategic alignment, focusing on delivering value and driving positive change across the organisation.</p> <p>The Transformation Design Team uses a wide range of methodologies to drive broad organisational change. These methodologies include Lean, Six Sigma, Agile, the ADKAR Model, and the SCC approach to operating model design. The team focuses on improving processes, reducing waste, and enhancing overall efficiency and effectiveness across the organisation. By collaborating with the Service Design team, the Transformation Design team ensures that systemic changes are user-centric and aligned with the broader organisational structure and strategic objectives.</p> <p>Transformation Managers work in an agile way, deployed to work on programmes or projects across the council. Their ability to manage projects, engage stakeholders, and deliver high quality consultancy services are critical to the success of the transformation initiatives and the overall performance of the organisation.</p> <p>They work closely with Senior Transformation Managers to build their knowledge and application of best practice methodologies within the Transformation Design function and across Design & Transformation.</p> <p>Transformation Managers work closely with team members across the Design & Transformation function to support opportunities for collaboration, optimisation, and efficiency gains. Their effective communication and collaboration with internal and external stakeholders are essential for the successful delivery of transformation initiatives. They are committed to developing their professional capacity and capabilities, focusing on delivering value and driving positive change across the organisation</p>
Line management responsibility if applicable	Supervision of colleagues and project team members as required.
Budget responsibility if applicable	N/A

<p>Representative Accountabilities</p> <p>Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<ul style="list-style-type: none"> • Knowledge and experience in the application of different methodologies to drive organisational change. • Highly effective stakeholder management skills able to operate effectively in a range of situations.
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>
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