

Role Profile

Part A - Grade & Structure Information

Job Family Code	9BF	Role Title	Assistant Transformation Manager
Grade	PS9	Reports to (role title)	Transformation Manager
		Directorate/School	CFL
JE Band	314-370	Service/Department	CSC Transformation
		Date Role Profile created	Oct-24

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>The Assistant Transformation Manager role will help deliver high quality consultancy services for transformation and change initiatives across the Children, Families and Lifelong Learning (CFL) Directorate, in support of Surrey County Council's strategic ambitions. Assistant Transformation Managers will provide operational and technical support for transformational programmes and projects, with support from senior team members where necessary. Work will typically be focussed on reviewing the effectiveness of existing processes and systems and drawing benchmarking best practice to identify and recommend improvements.</p> <p>Assistant Transformation Managers will have a good understanding of programme and project management principles and will be supported to develop their consultancy skills and understanding of change management issues. They will support Transformation Managers to deliver change programmes as necessary and may lead on smaller projects within larger transformational programmes or specific directorate requirements. Assistant Transformation Managers will have a good understanding of risk management and know when to raise risks and issues with the relevant Transformation Managers.</p>
Work Context	<p>The CFL directorate's key priorities are to improve children's social care; transform services for children and young people with additional needs and disabilities; enable all age learning; deliver new models for emotional wellbeing and mental health services; and health/social care integration. The newly established Transformation Manager roles will be a flexibly deployed resource that will play a key role in business transformation across the directorate in support of these priorities. The team will develop and maintain strong and effective relationships across departments, programme teams, customers and key external partners. The team will develop and deliver service offerings and programme priorities and will also support the provision of best practice guidance, advice and coaching around programme and project management approaches and application.</p>
Line management responsibility	No line management responsibility.
Budget responsibility	No formal budgetary responsibility. The Assistant Transformation Manager will have an indirect impact on directorate budgets through their contribution to service planning and team development. They will be involved in projects and programmes that have a large impact on Surrey County Council's budget.

<p>Representative Accountabilities 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 quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within specific parameters 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 their manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource 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/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>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<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. • Ability to work on own initiative, with solution focused problem solving skills. • Ability to manage a range of projects through to completion. • Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills (where appropriate).

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"> · Relevant project management qualifications and/or able to evidence knowledge and understanding of project management. · Strong analytical and problem solving skills. Able to analyse and present complex data to individuals and small groups. · Strong numerical skills and a basic understanding of local government finance. · Strong research skills, able to use innovative ways to access data and information required. · Experience of identifying, collating and using best practice and benchmarking data to improve services. · Good interpersonal skills and communication with all levels of staff. · An awareness of the political environment in which the Council operates and the challenges facing Local Government. · Satisfactory DBS clearance is required for this role, and Assistant Consultants must be able and willing to travel across the county to attend stakeholder meetings.
Role Summary	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and 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 in 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.</p>

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