

Recruitment person specification

Position title	Senior Project Manager – Digital Change
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Guidance on [how to complete a high quality person specification](#) is on the Orb.

Role requirements

Experience requirements

1. Experience of delivering digital transformation programmes that modernise service delivery, enable business and service improvement, and achieve cross-organisational efficiencies and savings - Essential
2. Proven track record in pipeline development, identifying and prioritising a portfolio of digital transformation opportunities, business cases, and projects. - Essential
3. Experience in benefits realisation, specifically quantifying how automation or digital tools can improve service delivery, identify efficiency savings or cost-avoidance opportunities. - Essential
4. Background in environmental scanning—looking at service performance data to spot where digital intervention would have the highest impact. – Essential
5. Demonstrated experience of collaborating with internal IT services and business improvement teams, as well as with external suppliers and IT integration and support partners. – Essential
6. Prior experience of building future state roadmaps for core business applications and digital channels – Desirable

Knowledge, skills and understanding requirements

1. Ability to perform gap analysis to determine where current manual processes are hindering service performance. - Essential
2. Knowledge of how to build a business case for change that links digital tools to long-term service sustainability and clearly demonstrates financial and non-financial benefits. – Essential
3. Ability to translate business objectives into clear technical requirements and user stories. – Essential
4. Ability to assess whether proposed digital solutions are scalable, integrated, future-flexible, high-performing, and aligned with long-term business goals. – Essential
5. Able to demonstrate how to ensure all digital projects adhere to security, data privacy, and IT governance frameworks. – Desirable

Customer Focussed

1. Ability to use customer insight and data to identify which service areas are ripe for digital "self-service" or automation to improve response times. - Essential

Works effectively with others

1. Collaborative approach to "co-designing" future service models with front-line colleagues to ensure buy-in for the transformation pipeline. – Essential
2. Collaborate with third-party vendors and system integrators, to deliver integrated solutions. – Essential

Managing change

1. Ability to act as a catalyst for change, moving services from "this is how we've always done it" to a digital-first mindset. – Essential

2. Drive user adoption and manage organisational change related to new digital channel rollouts. – Essential
3. Skilled at managing the cultural transition required when introducing automated workflows. - Desirable

Takes ownership and responsibility

1. Proactive in scanning the organisation for inefficiencies and taking the lead on proposing them for the transformation roadmap. - Essential

Communicates effectively

1. Strong pitching and storytelling skills, capable of articulating the "future state" and the benefits of digital adoption to non-technical colleagues. – Essential
2. Ability to negotiate and manage expectations at a Director/Head of Service level, ensuring alignment between service ambitions and corporate digital capacity - Essential

Planning and decision making

1. Strategic ability to prioritise opportunities based on cost, impact, and "digital readiness" to ensure a balanced transformation pipeline.- Essential
2. Review functional requirements to map them against native platform features rather than custom builds wherever suitable. – Essential
3. Proactively identify project risks (technical, resource, timeline) and suggest mitigation strategies. – Essential
4. Evaluate, and recommend digital platforms and tools that align with architectural standards and business needs. – Desirable
5. Ability to apply Lean methodologies to strip out waste and manual duplication before layering on technical solutions - Essential

Leading others

1. Acting as a thought leader for digital innovation, inspiring services to rethink their delivery models through the lens of technology. - Essential
2. Demonstrate positive, proactive and inspiring leadership for colleagues at all grades - Essential
3. Encourages equality and diversity in the workplace, including diversity of thought - Essential
4. Promotes positive aspects of diversity and challenges discrimination, prejudice and bias - Essential
5. Treats people at all levels of the organisation with respect and values their abilities and contribution – Essential
6. Experience in navigating complex governance and political environments to secure 'buy-in' for high-impact transformation projects. - Desirable

Qualifications and training requirements

1. Qualified to degree or post graduate level in a relevant discipline or equivalent extensive or relevant experience - Essential
2. Qualification in Business Process Re-engineering (BPR) or Digital Transformation methodologies or relevant experience - Essential
3. Change Management certification – Desirable

Job specific requirements

1. Understanding of the Scottish Public Sector financial climate and the necessity of aligning digital spend with the Council's medium-term financial strategy. - Desirable
2. Recognise that the political decision-making process of the Council will influence the project or programme. - Desirable