

City of Edinburgh Council job description

Post title	SENIOR MANAGER - CUSTOMER TRANSFORMATION
Directorate	CUSTOMER AND CORPORATE SERVICES
Service	CUSTOMER SERVICES
Responsible To	HEAD OF CUSTOMER SERVICES (WITH LINE INTO SERVICE DIRECTOR C&DS)
Number of post holders	1

Purpose of job

To provide senior leadership and direction to a dedicated Customer Project Team and wider organisation to support and deliver the design and implementation of transformational priorities in relation to the Council's citizen experience programme.

Responsible for the strategic planning, development, delivery, embedding and evaluation of large and complex transformation programmes.

The role will involve leading, driving and managing the progress of the Council's Citizen Transformation programs, engaging and influencing decisions with key stakeholders, as well as reporting progress to committee.

The what - major tasks and job activities

- Lead a team of project, change and technical professionals to effectively deliver a complex programme of transformation and continuous improvement, across the whole organisation providing clear direction and support.
- Provide support and assurance directly to the Corporate Director, Service Director and other Senior Officers on complex change and transformation programmes on aspects of the development, delivery and transformational change.
- Identify opportunities for continuous improvement and provide direction, thought leadership and feedback on the citizen experience improvement programme, ensuring that ambitious and strategic change is planned and delivered in line with our strategic vision.
- Manage the development and implementation of major high profile transformational programmes ensuring the successful delivery within budget and to timescale.
- Co-ordinate activities to increase efficiency and achieve effective business operations. This will include planning, budget control, project management, resource prioritisation and change management activities.
- Demonstrate effective management of change within a complex environment. Ensure change activities are planned, sustainable and delivered in line with the

Council's strategic customer/citizen goals. Mitigate programme risk and ensure that key dependencies and interfaces are effectively managed.

- Develop appropriate data analysis tools to identify and measure improvement opportunities.
- Ability to interpret, analyse and present a range of complex information to inform decision making.
- Manage cost, time and quality in relation to delivery activities.
- Manage a range of complex and often competing stakeholder groups, ensuring successful relationships are built and maintained and that co-production approaches are at the heart of transformational change.
- Lead on the development of communications and engagement plans to support the delivery of transformational change. This will include relevant reports, briefings and other documentation for senior stakeholders.
- Support elected member engagement relating to citizen experience improvement activities.
- Prepare the content of reports, plans, briefings and presentations for committee meetings, which may also involve consultation with Trade Unions.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

- Qualified to degree level in a relevant discipline and will have an additional project or a project management qualification or extensive management experience.
- Significant knowledge and skills in project management, with material experience of operational transformation and channel shift programmes for a large organisation.
- Significant leadership experience and ability to set clear direction, manage complex programmes and motivate and engage staff.
- A creative and innovative thinking with the ability to develop change proposals in a strategic context.
- Confidence and experience with managing complex data and information and analysing and utilising this to make sound knowledge based decisions.
- The ability to build, develop and manage excellent stakeholder relationships at a senior level within the Council with a natural ability to influence and negotiate to deliver agreed strategic outcomes, across the Corporate Leadership Team, Chief Officers, Elected Members and external third parties.
- Identify cross departmental synergies to promote an integrated, consolidated and consistent Council-wide approach to citizen related efficiencies and process improvement.
- Support the delivery of long-term goals and objectives to achieve the successful delivery of the Council's citizen experience programme, ensuring these operate within the policies and procedures of the Council.

Environment - work demands, physical demands, working conditions, work context

- Expected to manage your own time and that of the team with minimal supervision.

- Expected to operate in a changing environment and will need to effectively and diplomatically manage competing priorities, interests and pressurised timescales
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee

Supervision and management of people

- Responsible for the leadership and management of a team of 8 FTE project, programme, change and technical professional staff estimated to be as follows - 4x Grade 6, 3 x grade 7, and 1 x Grade 9), ensuring clear goals and objectives are achieved.

Resources the job holder will be responsible for

- Supporting and leading the transformation and operational change programme-budgets
- Managing Team Budget and driving efficiencies across programme delivery
- Developing business cases for additional transformation investment.
- Shared responsibility for the security, maintenance and development of a range of council data and information systems.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).