



ROLE PROFILE

Role Title:	Business Transformation Project Manager
Service:	Corporate and Customer Services, Business Transformation and Change Team
Directorate:	Finance & Resources
Accountable to:	Business Transformation & Change Service Manager
Grade:	PO1
Car Category:	Casual
Work Style:	Flexible Office based worker.

Purpose of role

- To work within the Business Transformation & Change Service to lead and manage the lifecycle of specific projects within the Our Futures Transformation Programme which is aligned to the Council's vision and priorities.
- To assist the Business Transformation and Change Service Manager in the development, implementation and performance management of all designated projects and initiatives.
- To develop and maintain effective relationships with colleagues across the organisation and partners, to ensure the successful delivery of project outcomes and outputs within the Our Future programmes of work.
- To champion change within their respective projects, with the ability to challenge historic processes and encourage the adoption of new ways of working.
- To coordinate and align change activities across multiple projects, to ensure successful adoption and sustainability.





Key Objectives

1.	To operate in accordance with the Council's project governance framework, applying recognised project management principles to ensure consistency, transparency, accountability, and structured oversight.
2.	To contribute to the development of robust business cases to justify investment, define expected benefits and secure approval from the Our Futures Board. To define, track and report on project benefits throughout the lifecycle of the project, including post-implementation reviews to confirm realisation and identify lessons learned.
3.	To ensure that all planning, performance management, and benefit realisation is data driven and evidenced based, delivering the outlined objectives within the specific project lifecycle.
4.	To ensure all project activity aligns with corporate priorities, statutory requirements, and Council policies throughout delivery.
5.	To take ownership for highlight report content for the designated projects to be submitted to the Our Futures Delivery Group and Board. Ensuring robust change control processes that incorporate scope, risk, costs, and timelines are in place, assessed and documented to enable effective decisions to be made.
6.	To lead the project lifecycle, supporting and enabling effective service reviews and improvements to be implemented, in partnership with all levels of stakeholders both internally and externally.
7.	Manage and monitor the designated project(s), highlighting performance against agreed milestones and deadlines, identifying, and mitigating risks to project failure.
8.	To champion an effective solution and outcome focussed culture of project management and continuous improvement.
9.	To work closely with all Project Managers to obtain a detailed understanding of all plans and outputs, to ensure effective project alignment and risk management.
10.	To work in partnership with the wider Corporate & Customer Service teams, to ensure they have effective involvement in all project activities/changes that impact on customers prior to sign off/implementation. That any changes/activities align to the Council's Customer Experience Strategy and approach whilst also ensuring a digital first approach.



11.	To work in partnership with the Transformation and Change Service Manager exploring opportunities for income generation, service delivery models, and collaborative working as part of the project lifecycles.
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Scope

The post holder will operate within the Business Transformation & Change Service to lead and manage the full lifecycle of designated projects, ensuring alignment with the Council's vision, priorities, and strategic objectives. This role requires strong stakeholder engagement, effective change management, and a commitment to delivering data-driven, evidence-based outcomes.

Work Profile

1. Strategy

The post holder will work with service leads to contribute to the development of appropriate strategies, and policies as part of the projects they are assigned to. They may also contribute to the development of strategies and improvement activities across the organisation that will improve service quality.

2. Performance

The post holder will support the Business Transformation and Change Service Manager in ensuring that projects are effectively delivered, in line with the scope and outlined objectives using recognised project management principles. They will lead the delivery of key objectives, priorities, and outcomes. They will monitor and communicate performance for each project against the Our Future Delivery plan, in line with the agreed governance frameworks and reporting mechanisms.

They will recognise, communicate, and take proactive action to mitigate any risks to project delivery.

3. Service Quality

The post holder will have a supporting role in ensuring that the Council's image and reputation is both maintained and improved, through effective project delivery. They will lead on the development and monitoring of appropriate performance measures linked to their designated projects





ensuring service transformation and business improvements are evidenced and sustainable.

4. Resource Management

The post holder has line management responsibility for Project Support officers assigned to their projects.

They will monitor budgets allocated to the designated projects to ensure spend is in line with the approved budget. They will work with the Business Transformation and Change Service Manager/Project Sponsor and relevant Finance Business Partner to ensure effective forecasting is in place throughout the lifecycle of the designated projects.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to individuals within their team and in order to undertake their own role.

5. Supervision and Management

The post holder has direct line management responsibility.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused. The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will work closely with team members, other services, and partners as appropriate, to ensure that the outcomes outlined within the Our Futures Transformation Programme are planned and delivered effectively, in line with the Council's Vision and Priorities.

. They will also help build greater understanding of digital transformation and service improvement through effective change initiatives, whilst supporting the development of clear guidance, standards, and toolkits.





They will provide progress reports at agreed intervals, to the Business Transformation and Change Service Manager, Assistant Director of Corporate & Customer Services, Director of Finance & Resources and Project Sponsors as appropriate, detailing progress, success, risks to project lifecycle and next steps.

8. Main Contacts Associated with Principal Duties

The post holder will be in regular contact with their manager, Directors, Assistant Directors, Service Managers, members of the Business Transformation & Change Team and wider Corporate & Customer Services directorate in order to deliver the expectations outlined within this role.

They will work with partner agencies and external bodies where appropriate to ensure outputs are delivered in line with project scope.

9. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Council operates a standard working week of 36 hours.

10. Risk Management

The post holder will be responsible for clearly identifying any risks that they encounter during the execution of their role and provide recommendations for mitigating action.

They will lead on implementing the actions required to manage the risk effectively.

11. Working conditions

The post holder will have access to sensitive and confidential information that will require sensitivity, confidentiality, and discretion. They may also be in receipt of sensitive data and information in the course of carrying out their duties and will be expected to fully comply with legal requirements and Council policy, in the handling of this.

12. Equal Opportunities





The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

13. Customer Focus

The post holder is expected to meet the Council's Standards of Customer Care at all times. To champion Customer Excellence and service improvements that are needed to enhance the internal and external customer experience.

14. Core Tasks

The post holder will be expected to undertake any reasonable other duties which may be required within the needs of the service that are commensurate with the grade.

15. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

16. Legislation

The post holder is expected to comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures.

17. Training & Development

The post holder is expected to comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

18. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

19. Creativity





The post holder will lead the delivery of multiple, diverse projects, generating ideas and concepts to drive service improvements and enhance both internal and external customer experience. They will adopt a solutions-focused approach, acting as an ambassador for change by constructively challenging historic practices while maintaining stakeholder engagement. The role requires creativity, innovation, and a commitment to timely, efficient service delivery aligned with organisational priorities.

20. Decisions and Consequences

The post holder will lead on work that generate ideas, suggestions and improvements linked to transformation and change. They will support organisational change and will need to exercise diplomacy, sensitivity, and discretion to avoid reputational damage to the Council, or breaches of confidential data.

21. Work Context

The post holder will perform a lead facilitator and enabling role in ensuring effective project management is in place that successfully delivers project objectives. The post holder will have a proactive facilitation role in business transformation and change. They will work collaboratively across the whole organisation and with all levels of staff.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

22. Physical Demands

It is not anticipated that there would be any physical demands of the job over and above those expected for a flexible office-based worker.





PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified.

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE	Educated to degree level and/or Level 5 qualification, or able to demonstrate substantial relevant experience and proven competency in a comparable role. Project management qualification or significant demonstrable experience in successfully managing a range of complex projects.	X		A
Technical knowledge and qualifications	Experience of Performance Management and Service Planning	X		A, I
	Significant experience of successfully leading and implementing new initiatives and projects using a range of project management principles.	X		A, I
	Experience of data analysis and the ability to present results in reports Significant experience of managing complex projects delivering to target and within time constraints.	X		A, I
	Experience of managing staff and the ability to lead by example, manage, motivate, and support individuals.		X	A, I





	Experience of managing consultants, 3 rd party suppliers and stakeholders.	X	A, I
	Knowledge and experience of developing and implementing initiatives that deliver improvements and efficiencies.	X	A, I
	Knowledge of Risk Management processes	X	A, I,
	Ability to use a range of software packages such as Microsoft Projects, Office 365, Microsoft Word, Excel, Outlook, Power point etc.	X	A, I
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks.	X	A, I,
	Methodical and well organised, with a commitment to providing a quality service and attention to detail.	X	A, I
	Demonstrable experience of planning short, medium, and long term	X	A, I
	High degree of initiative, creativity, and enthusiasm to work efficiently on numerous activities simultaneously.	X	A, I
	Demonstrable experience of implementing performance management processes for directly line managed staff.	X	A, I
Planning capacity and resources	Ability to plan for long term projects and deliverables.	X	A, I, T
	Ability to manage resources effectively to deliver projects successfully.	X	A, I, T



Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and management skills.	X		A, I
	Experience of delivering presentations, facilitating workshops and training for a range of different client groups/stakeholders	X		A, I
	Excellent communication, negotiation and influencing skills.	X		A, I
	Able to build and promote strong working relationships at all levels within the organisation including elected members and partners.	X		A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information, and communications.	X		A, I
PROBLEM-SOLVING				
Using initiative to overcome problems	Ability to identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to consider and assess risks associated with project delivery and service improvement across the organisation.	X		A, I
	Ability to identify, recommend & manage mitigating measures to minimise risk.	X		A, I
Managing change	Ability to review performance and drive continuous improvement through the implementation of change.	X		A, I
	Ability to lead and promote change in a positive manner to others.	X		A, I



ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision.	Ability to work independently and take ownership and accountability for the key responsibilities of the post	X		A, I
Other	Commitment to Equality Commitment to Health & Safety The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X X X		I I A, I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- Putting customers first.
- Being positive and adaptable.
- Taking responsibility and achieving results.
- Working together.
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management.
- Financial and resource management.
- Leading, motivating, and developing.

Other information

- able to travel to meet service delivery requirements.

Signed Line Manager	Signed Assistant Director of Corporate & Customer Services	
Sam Tierney	Helen Morrison	10.3.26
Print Line Manager	Print Assistant Director of Corporate & Customer Services	Date



