Digital Delivery Partner — Role Profile

Service: IT & Digital Service (Digital Transformation & Delivery) – Finance & Systems Directorate
Band: Band 9
Reporting to: Digital Transformation Manager
Responsible for: No direct reports (matrix management of project teams)

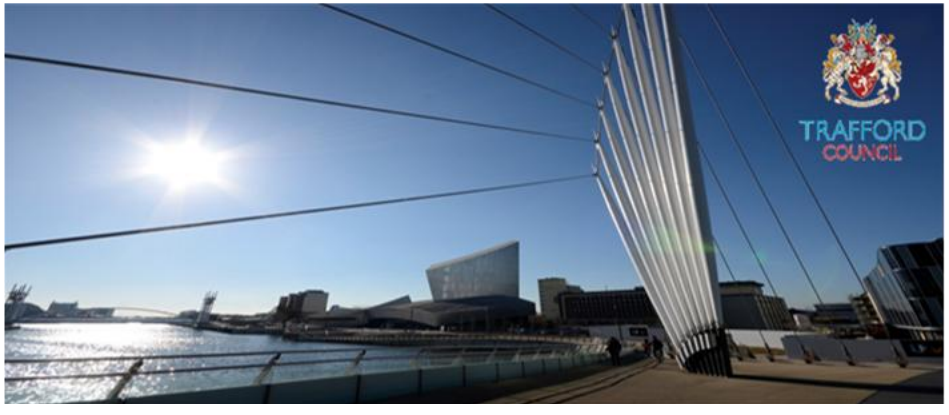
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation, and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Trafford Council's IT and Digital Service plays a critical role in delivering the Council's Corporate Plan, driving digital transformation across the borough. Trafford Council recognise that a digital strategy and roadmap for the Borough is the key enabler to delivering its vision and to improve how services are delivered. The Digital Transformation and Delivery function sits within the Council's IT and Digital service, which is part of the Finance and Systems Directorate. We drive forward digital transformation and innovation, shaping our technological landscape with the adoption of new emerging technologies, focussing on getting the best digital experience for our users. We pride ourselves on our ability to solve problems and innovate and transform services with digital tools.

Your Main Priorities

- Enable innovation and digital transformation across services by delivering IT and digital solutions and projects aligned with the Digital Strategy, the Council's Corporate Plan and wider organisational priorities.
- Support the modernisation of Trafford Council through effective digital discovery, business analysis, process redesign, change management and project management.
- Act as a delivery partner to services, engaging regularly to understand their needs and promote digital technology that improves ways of working.
- Apply knowledge of technology and data to improve service delivery, support benefits realisation and help reshape frontline services and the Council's workforce.
- Contribute to delivery of the Council's Corporate Plan and the ambitions set out in the Trafford Digital Strategy.

Key duties

- Apply project management methodology to plan and deliver projects, ensuring appropriate governance, controls and delivery arrangements are in place.
- Lead senior managers and project teams to agree project scope, requirements and expected outcomes, ensuring there is a clear and shared understanding of what will be delivered.
- Prepare and maintain project documentation, including project plans that detail the activities needed to design, redesign and integrate services to agreed time, cost and quality standards.
- Support the transition from business discovery and solution procurement through to project implementation and business-as-usual operations, including management of the go-live phase.
- Ensure documentation, handovers, support materials and training are delivered, providing support and advice to employees involved in transition and implementation activity.
- Support the change process and the integration of change management activities through workshops and other direct engagement methods to gather requirements and understand service drivers.
- Map current and future business processes to support service redesign, culture change and the effective management of resistance to change.
- Identify, analyse and support mitigation of risks associated with changes to service delivery, designated projects and the wider IT and Digital service.
- Undertake research into best practice across public and private sector organisations, as well as internal structures and processes, to inform innovative service redesign based on efficiency, effectiveness and customer expectations.
- Provide business partnering by building effective working relationships and communication with teams and senior managers across the organisation to support collaborative digital transformation and solution implementation.
- Facilitate structured meetings with consultation groups, internal and external partners and senior stakeholders, and prepare relevant reports including option appraisals, solution appraisals, digital business cases and governance board reports.
- Provide matrix management for projects teams, ensuring clear shared outcomes are communicated and delivered.
- Carrying out any other duties commensurate with the job grade that may be required by the service.

About You

Qualifications and Professional Development

- A degree or equivalent qualification in a related subject

- Management or leadership qualification or relevant experience
- Evidence of continuous personal and professional development

Experience and Knowledge

- Proven experience of applying a project management methodology to deliver formal digital projects within large or complex organisations, demonstrating project planning linked to a scope of work and requirements specification – this should include the completion of at least two digital project lifecycles, with at least one project of high complexity
- Experience of managing project budgets and project resources, including of operational and performance management of staff and also coordination with resources from delivery partners
- Exposure to a variety of project environments including service redesign, IT systems development and leading the development and delivery of digital programmes
- Significant experience of undertaking complex analysis and design within a digital or technology-based context, demonstrating use of advanced business analysis tools and techniques which capture user journey
- Experience of implementing change management principles, processes and procedures through during the successful delivery of digital projects, demonstrating a detailed understanding of change and how people respond to change
- Detailed understanding of the digital and technological landscape and how to apply digital solutions to modernise services
- Understanding of local government, and wider public sector and the political context

Skills and abilities

- Proven ability to organise, facilitate and deliver requirement-gathering and stakeholder engagement workshops as well as collecting high-quality requirements through diverse methods such as data analysis, process mapping, financial reporting, performance indicators, and assessing service delivery needs to support digital discovery and user journey improvements
- Drives collaboration through clear communication and proactive influencing, resolving conflicts and adapting to cultural and political considerations
- Solution focused and able to complete tasks to required timescales and quality standards, with the ability to maintain focus and objectivity under complex conditions
- Customer oriented with the ability to develop excellent working relationships with people at all levels
- Ability to matrix manage and motivate staff to achieve progress and deliver objectives
- Acts as an advocate for EPIC values, maintaining a positive attitude and enthusiasm for continuous improvement and digital transformation

- Advanced ability and digital confidence to use technology and a proficiency in the use of MS Office products

Special Conditions

- Hybrid work style; working part of the week in our offices (Trafford Town Hall) and the other part of the week from home
- Willing and able to travel to sites within the Trafford Borough as needed

Date prepared/revised	MAY 2019 | OCT 2023 | DEC 2025 | Updated 01/11/2026
Prepared/revised by	P James / S Eckersley / K Chaudhry / S Tilley / R Pollard
Job Evaluation	Existing evaluation – reviewed OCT 2026

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holder's period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.