

Your job

Job Title: Digital Transformation Lead

Service: Strategy and Innovation

Grade: 10

Reporting to: Digital Transformation Manager

You will work in the Digital Transformation Team and play a pivotal role in driving digital transformation across the council, and more specifically Public Health

Your primary responsibility will be to support Public Health in developing and implementing their digital programmes to enhance services for residents, alongside various directorates as required.

You will support senior managers across the organisation to understand and address complex problems through provision of expert analysis, advice and facilitation.

You will work collaboratively with stakeholders and wider teams to identify opportunities for digital innovation, streamline processes, and ensure the successful delivery of digital projects.

You will lead on the delivery of projects identified in strategic plans enabling a culture of continuous improvement and ensuring that digital initiatives align with the Council's overall corporate goals and provide good value for money.

In this role you will be instrumental in achieving the councils core benefits and priorities, providing excellent services, and challenging existing ways of working to drive meaningful change. You will stay abreast of future digital technologies and trends, ensuring that the council remains at the forefront of digital innovation.

You will transform business challenges into impactful improvement projects and programs that enhance service performance, and customer satisfaction. By leveraging high level, insightful analysis, you will design and manage customer centric business improvement programmes that deliver customer satisfaction, reduce costs and deliver business benefits. You will influence operational services to adopt different working practices, by actively involving them in the development of business improvement activity and enabling them to implement and sustain these changes.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Embrace new technological solutions as part of the council's New Era: Progress with Unity driving new value for our communities through service redesign.
- Take a lead role in identifying and working closely with both internal and external stakeholders to elicit requirements, develop a detailed understanding of the key drivers to the service and how it contributes to the delivery of corporate objectives.
- Oversee the analysis of current business processes and structures within services to enable any supporting business process improvement and service re-design.
- Establish and maintain excellent working relationships and effective communication with departmental staff, senior departmental managers and end users of a service in relation to the service redesign which should be based on efficiency, effectiveness and exceeding customer expectations.

- Support the Service Manager in recording and reporting efficiencies and savings from the delivery of projects.

On an ongoing basis you will:

- Embed co-production into service design, promoting equality and ensuring a user centred approach is reflected across all programmes of work.
- You will act as a bridge between stakeholders and the development teams to gather insights from feedback, market research and user needs.
- You will ensure that user need and acceptance criteria are well defined and understood by services and development teams.
- You will regularly collaborate with teams during agile and sprint planning and review meetings to communicate the product vision and address any barriers.
- Ensure the development teams deliver high-quality work that meets customer needs and business goals.
- Undertake all elements of project management from discovery to live, monitoring progress, delivery and evaluation.
- You will run workshops to undertake requirements gathering, project scopes and work briefs to support directorates with their transformation ambitions.
- Support the Digital Transformation Manager and Service Manager with performance information and reports.
- Lead and deliver all aspects of digital transformation and business change activity in a defined functional discipline or cross-business process.
- Lead key digital and business improvement programmes linked directly to our digital and corporate strategies.
- Lead and deliver all aspects of analysis that will result in the identification of programmes and major change initiatives in defined functional disciplines.
- Lead on the review and improvement of the end-to-end customer journey and offer effective, tailored recommendations and support the deployment of digital changes.
- Complete critical analysis of the current delivery and operation of services including mapping and analysing existing processes and

producing new process pathways, documents and guidance manuals.

- Research, advise, recommend technologies, policies, procedures and processes concerning IT systems that allow the council to meet future needs and improve its outcomes and protect its assets.
- Oversee and contribute to the production of business cases alongside services to secure project mandates and funding, including external bids for funding, for the implementation of digital solutions into services throughout the council including service benefits, costs saving and critical success factors.
- Support the commissioning, delivery and initial implementation of newly identified digital & IT solutions provided via the IT Contractor or external software supplier.
- Manage user acceptance testing processes of ongoing implementations, including full issue management with suppliers, working and designing workarounds and leading the service teams in this process.
- Enable culture change and embedding business change in services by supporting employees to see the potential in new ways of working and to overcome fears and resistance to change.
- Continually work with directorate service improvement project teams to ensure 'best practice' processes are developed to ensure quality service provision.
- Co-lead digital procurement activities including legal tendering, direct award and mini competition via frameworks, following corporate guidance, and negotiate contract terms and conditions, agree and approve milestone achievements and associated payments.
- Advise directorates on the selection of suppliers for digital solutions taking into account alignment with business and technical requirements, cost, quality, and delivery time.
- Provide mentorship to team members and student placements, offering guidance and enabling their professional development
- Undertake and utilise robust levels of comparator research to identify best practice in both public and private sector organisations, to lead the development and redesign of innovative service delivery based on efficiency, effectiveness and exceeding customer expectations.

- Continuously review, measure and evaluate what we do to ensure we continue to deliver high impact digital transformation programmes and interventions, staying ahead of the game with the latest innovations and best practice in the field.
- Attend various meetings to provide updates on digital transformational programmes of work.
- Undertake available training and development opportunities, show a commitment to continuous development.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.
- You are required to be in the office at least two days per week. Your work should be flexible to adapt to the changing needs of the business, and you should be ready to come in on short notice if needed.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Relevant degree, or equivalent level of significant applicable experience, and can demonstrate evidence of continual professional and personal development.
- BCS Diploma, or equivalent level qualification, in Business Analysis.
- Extensive experience of complex digital transformation programmes, with a proven history of leading innovative and measurable transformational, organisational or cultural change programmes in large, complex organisations.
- Excellent decision-making skills with an ability to break down problems to devise innovative solutions.
- Clear understanding of change management principles, processes and procedures through experience of working in a project environment of a large complex organisation (public or private sector) undergoing change.
- Significant involvement in, and completion of, at least two end to end project lifecycles with at least one project of high complexity.

- Strong leadership skills with the ability to harness the skills and talents of others.
- Excellent influencing, negotiation, communication, facilitation and consultancy skills.
- Understanding of how people respond to change and experience of co-designing, collaboration and engagement activity.
- A natural ability to build strong and collaborative working relationships and be a trusted adviser on digital transformation matters.
- In depth understanding of partnership working and an appreciation of critical success factors needed for a working partnership to function efficiently and effectively.
- The ability to identify and use appropriate research and analytical methodologies.
- A curious, open mindset with the ability to ask the right questions and challenge the norm.
- A positive, contagious energy and style that demonstrates your passion for what you do.
- A drive for quality and customer focus to provide the best quality, seamless service delivery.
- Able to work flexibly across the borough as required by the needs of the programmes of work.
- Knowledge and understanding of Equality and Diversity policies and issues affecting public services.
- High level of written and oral communication skills and ability to make presentations to a wide range of audiences.
- Experience of working collaboratively across multiple organisations would be beneficial, particularly with health partners, given the role's focus on supporting Public Health and the NHS health, wellbeing and prevention initiatives.

Our Culture

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

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”