



Your job

Job Title: Strategic Transformation Manager

Service: Transformation

Grade: 12

Reporting to: Service Lead - Transformation

Strategic Transformation Managers play a key role in driving change and delivering our Progress with Unity missions, supporting the delivery of the council's transformation plan aligned with the council's vision. You'll be a central part of the team shaping the work, bringing your ideas and solutions, transforming ways of working, building relationships, working across partnerships and helping drive culture change.

You'll have an eye on innovation and technologies, as well as support the delivery of identified savings as part of the transformation plan.

You'll manage a small team whose 'home service' will be Adult Social Care yet your remit can take you all into any of the wider transformation themes across the Council.

You'll be responsible for all elements of transformation and programme delivery through robust planning and pacey yet considered delivery.

You'll ensure that everyone shares a clear vision and that milestones are met, risk is well-managed and deliverables are achieved. As transformation manager, you'll identify and connect interdependencies across the organisation.

You will work closely with the Director's leadership team in Adult Social Care as well as service managers, elected members and external partners. You will also draw on the expertise of services across the council including the PIU, HR&OD, Comms, Finance and the Digital team.

Strategic Transformation Managers are champions for transformational change in the organisation, bringing forward opportunities, promoting

innovative thinking, evidence-based decision making and bringing in best practice from outside the organisation. Relationship-building is key to making this happen.

You will be required to set the priorities of your team's work as well as carry out all the responsibilities of a line manager, managing a team who will be working on a range of projects across the council.

Through the six ways of working, you'll have a strong understanding of asset-based working, recognising individual strengths and contributions, and engage with all stakeholders to understand their needs, wants and how they can contribute. You'll make, and help others to make, decisions that align with ethical and strategic goals and are based on a thorough knowledge of this place using engagement, data and insights.

You'll thrive on innovation and delivering outcomes that make a tangible difference to people's lives. You will be prepared to spend time with teams on the ground in a variety of settings to understand transformation objectives clearly and achieve great results.

This is an exciting, challenging yet fulfilling role to deliver high quality transformation management and change in a time in an ever-changing landscape.

Mandatory Statements

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:

- Develop a strong relationship with your 'home service' seeing their vision and agreeing the areas of your focus.
- Work with the team on shaping approach, bringing in stakeholders, agreeing what good looks like and the desired outcomes.

- Bring energy and ideas, being flexible and responsive, adapting as you go.
- Lead on the key transformation themes, working with a range of services, and sometimes on cross-cutting work, to deliver the priorities aligned to our organisation plan for Progress with Unity and our movement for change for the borough.
- Use data and insights to enable establish a baseline and in decision-making, engaging with stakeholders and communicating with everyone impacted by the work to ensure transparency.
- Work closely with your fellow strategic transformation managers to share learnings, spot opportunities and ensure an efficient approach to delivering change.

On an ongoing basis you will:

- Work with services, leading a range of transformation initiatives to achieve the council's transformation priorities, providing a sense of pace and momentum.
- Act as a bridge between strategy, design and delivery, shaping direction and approach.
- Monitor and report on progress of council Transformation programmes against agreed objectives and aims.
- Ensure we deliver our transformation goals tailored to the work in hand, ensuring solid governance and decision-making.
- Actively identify and work with stakeholders to ensure transformation aims are met, with everyone feeling heard and engaged throughout design and delivery.
- Build productive, honest and friendly working relationships with a wide range of people including those in the organisation, partners, community groups, businesses and residents.
- Support stakeholders to engage with and embrace change, building their confidence to try something different.
- Champion equality and diversity, always taking an inclusive approach, considering the needs of all and bringing in colleagues and partners to be part of the change.
- Lead, inspire and support a small team of Transformation Project Managers and Officers
- Lead horizon scanning ensuring services are alerted to upcoming opportunities and stay current on industry best practice.
- Develop a good connection with Directors, understanding their vision for services and agreeing how the Transformation Service will add value.

- Drive performance and learning, establishing mechanisms to monitor the impact of work, assessing and adapting to learnings as you go.
- Ensure that decisions are founded on a strengths-based approach, securing the greatest opportunity for residents to be in control of their own lives.
- 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:

- A degree or equivalent, or significant experience in a related discipline and can demonstrate evidence of continual professional development
- Formal project management qualifications, training such as PRINCE 2.
- Significant experience managing in a complex, sometimes challenging, multi-agency environment.
- An ability to lead, inspire and support others to deliver desired outcomes, fostering a sense of continual learning.
- Management and coordination of projects and programmes of work that deliver transformation.
- Leadership capabilities to manage your own team and/or matrix managing projects with cross-functional teams and partners
- A good knowledge of local government issues and experience of horizon scanning for the benefit of service development.
- An understanding of the challenges and opportunities facing local government.
- A focus on finding and delivering the best asset-based outcomes for residents.
- Excellent communication skills, influencing, negotiating and persuasion techniques.
- Experience of working with multiple partners on large-scale transformation.
- Excellent presentation skills, be they written or oral and comfortable adapting to a wide range of audiences.
- Demonstrable research, insights and analysis skills to shape change, drive improvement and measure impact.

- Comfortable using AI and digital to enhance your work and that of others.
- Able to manage a heavy workload to meet deadlines.

Our Culture

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 **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. ”