

Job specification



Job title: Transformation Policy Manager - Digital

Service: Strategy and Transformation

Grade: G10

Reporting to: Transformation Business Partner

Your job

The Transformation Policy Manager - Digital supports the delivery of the Council's key transformation plans and strategies and provides specialist senior transformation expertise around the digital agenda.

This role will play a key leadership role in the delivery of the council's digital strategy for business, community and delivery of services. They are subject matter experts in the tactical and strategic opportunities for the Council to be a 'digital first' organisation. They lead strategy development, and communicate and disseminate information across their specialism. They will play an integral role in developing robust governance arrangements, establishing and supporting key boards and programmes and in particular support the three ADs who champion digital transformation in the Council. They deliver larger scale projects and programmes such as shaping and driving the Council's Digital Strategy; Destination Digital; and the implementation of innovative service delivery relating the Digital Taskforce and Customer Access, alongside a wider portfolio of smaller scale change and business improvement projects. They will take the lead on sourcing funding opportunities to support in-service project delivery and writing bids for funding.

They are also responsible for partnership management and partnership development support within their specialist area, including in relation to the Digital Taskforce. They foster digital innovation and new idea incubation, alongside the deployment of specialist transformation tools and techniques. Horizon scanning, policy development and policy briefing are also key elements of this role. They are line-managed by Transformation Business Partners and operate with a high degree of autonomy. They will themselves act as task managers for members of the Strategy and Transformation team. The role works very closely with project sponsors (typically Service Managers, Assistant Directors, and Directors), and other managers across the Council, including the Joint Intelligence Unit, HR, Finance and IT, as well as external partners.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) 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.

In this job you will

In the next 12 months, you will:

- Lead and direct the development of the Digitally Confident strategy, in which is a key strand of the Deal 2030. Provide specialist senior transformation expertise to drive forward our 'digital first' approach to business, community and council services.
- Review and establish governance arrangements and chair underpinning task and finish groups.
- Provide senior support and direction to boards and programmes across the Council including leading the delivery of the Council's Digital Strategy; overseeing Destination Digital; and the implementation of innovations relating the Digital Taskforce and Customer Access, alongside a wider portfolio of smaller scale change and business improvement projects.
- Champion and share the Council's digital successes by contributing to a range of publications, briefing notes and award submissions, as well as providing support and presentation assistance to senior managers when they are invited to speak about our digital journey at conferences and seminars.

- Take the lead on sourcing funding opportunities to support in-service project delivery and writing bids for funding.
- Develop a network of digital champions across the council that are passionate about driving forward digital in their areas.

On an ongoing basis you will:

- Lead strategy and policy development and communicate and disseminate information across the digital agenda.
- Be responsible for partnership management and partnership development support within your specialist area including in relation to the Digital Taskforce.
- Actively seek best practice and innovation for digital transformation, and promote the mainstreaming of these new ideas within the Council.
- Lead change and foster digital innovation across the Council – using a whole range of sophisticated transformation tools and techniques.
- Responsible for ensuring that the council is well informed on all Greater Manchester developments around digital working closely with GM connect, reading all papers, writing briefings and attending meetings.
- 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:-

1. Experience in change or transformation management with many years' experience of managing in a complex challenging, multi-agency environment.
2. Experience of using complex business management tools to improve service delivery.
3. Interest in local government issues, policy development.
4. Strong understanding of the challenges and opportunities facing local government.
5. Experience of partnership management and partnership development in a local government context.
6. Strives to achieve the best outcomes for local residents, and promotes asset based solutions.
7. Excellent communication skills, and is able to communicate confidently with elected members, senior managers, partners, service staff and residents.
8. Extensive experience of writing reports and briefing notes for a wide range of audiences, and is able to clearly and concisely describe the impact and effect of transformation projects.
9. Use excellent decision making skills and break down problems and come up with innovative solutions.
10. Excellent research and analysis skills.
11. Excellent interpersonal skills with an ability to work constructively with other departments, authorities and organisations, to meet shared goals.
12. Extensive experience of managing others in project groups, including third party partners, and can use their influence and persuasion skills to form productive teams, and deliver projects on time and within budget.
13. Degree, or a wide range of work experience, and can demonstrate evidence of continual profession and personal development. Ideally has formal project or programme management training, such as PRINCE2 or MSP.
14. Engages positively with new challenges and new development opportunities, and demonstrates personal resilience when things don't go exactly to plan.

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 **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough