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| |  | | --- | |  | | **Transformation Delivery Manager**    Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: Transformation Delivery Manager (Climate Action Now)  **Service Area: Strategy and Design**  **Directorate: CSS** | Salary Grade: MB4 |
| **Post Reports to:** A Manager within Strategy and Design.  **Post Responsible for:** CSS Senior Officers and CSS Officers, where required. | |
| **Main Purpose of the Job:**  As a CSS manager at this grade you will provide management, technical or professional expertise in a service area, making decisions and supporting others below your grade. You will be supported by Managers at grades above you. You will:-    • Manage high quality, cost effective Corporate and Support Services, taking a holistic, joined up view of service design, delivery and evaluation.  • Manage resources, risk and programmes of work, or give technical or professional advice and guidance to the organisation in order to meet statutory and local requirements..  • Ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate. | |
| **Summary of Responsibilities and Key Areas:**  • (Setting Direction) To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across CSS and Council as a whole.  • (Setting Direction) To comply and ensure compliance with the Council’s policies and procedures.  • (Setting Direction) To contribute and be an active member of the service, evaluating options and providing knowledge and expertise to support the aims of the Council.  • (Engaging People) To provide effective customer relationship management, resolve issues and seek customer feedback.  • (Engaging People) To ensure a highly customer-focussed approach to service delivery by regularly seeking to determine the wants and needs of all customers and contributing to the development of those services accordingly.  • (Engaging People) To work collaboratively across CSS, the Council and with external partners to promote and deliver Council objectives and maximise performance and operational efficiencies.  • (Engaging People - Political awareness) Recognise and respond to the political environment and expectations, addressing any sensitivity and taking an appropriate view of service priorities and requirements.  • (Engaging People/Delivering Results) Manage change effectively, working with colleagues in response to external drivers and ensure that CSS remains fit for purpose now and in the future.  • (Delivering Results) To support and develop opportunities to generate additional resources in order to deliver improved services.  • (Delivering Results) Support in the elimination of duplication and other inefficiencies across CSS in order to maximise the use of resources and achieve budget targets.  • (Delivering Results) To manage of service or specialist areas including responsibility for projects, budgets, performance, staffing (including recruitment, disciplinary, health and safety, welfare), health and safety, risk, business continuity etc.  • (Delivering Results) Contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.  • (Delivering Results) To work flexibly within the role and support the general activities within Corproate and Support Services and the Council.  • (Delivering Results) Respond to isssues and events relating to Civic Resilience and contribute to Business Continuity, including representing the Service as required during an incident | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
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| Experience and expertise in a relevant environment | Essential |
| Experience of managing projects and/or a diverse workload, achieving objectives to time and quality | Essential |
| Experience of working with a range of stakeholders to work collaboratively, to manage and implement change, working flexibly and developing innovative approaches. | Essential |
| Provide design, business analysis and engagement expertise to support and shape the council’s transformation ambitions | Essential |
| Experience of identifying evaluating options, assessing risk and determining appropriate actions. | Essential |
| Experience of managing and working with teams to support colleagues in achieving their goals. | Essential |
| Experience of managing resources to achieve value for money and provide a high quality service. | Essential |
| Experience of working in a local government, public sector or similar environment. | Desirable |
| Experience of working within sustainability or low carbon programmes | Desirable |
| Effective operational management skills with well-developed negotiating and influencing skills. | Essential |
| Effective interpersonal skills with the ability to relate to all levels within the organisation and with partner agencies. | Essential |
| Effective project management and organisation skills. | Essential |
| Partake and contribute to relevant communities of practice | Essential |
| Effective analytical skills with the ability to quickly establish implications and key issues. | Essential |
| Effective oral and written communication skills with a confident presentational style | Essential |
| **Setting Direction** |  |
| * Seeing the big picture | Essential |
| * Changing and improving | Essential |
| * Making Effective Decisions | Essential |
| **Engaging People:** | Essential |
| * Leading and communicating | Essential |
| * Collaborating and partnering | Essential |
| * Political awareness | Essential |
| * Building capability for all | Essential |
| **Delivering Results:** |  |
| * Achieving commercial outcomes | Essential |
| * Delivering value for money | Essential |
| * Managing a quality service | Essential |
| * Delivering at pace | Essential |
| Understands and actively supports Stockport Councils diversity and equality policy. | Essential |
| To meet Stockport Council’s standard of attendance. | Essential |
| A willingness to be flexible in a changing environment | Essential |

**ANNEX**

**CSS Manager Band 4 (Generic)**

This Annex provided a brief overview of the range of activities that may be undertaken by this role within each function. It is not a comprehensive list of activities.

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| **Function** | **Activities** |
| Business Support | * Supporting Managers to develop robust, appropriate and clear specifications including new business development opportunities for existing council services * Market management and development * Quality assurance, contract monitoring and relationship management * Liaison with the joint strategic procurement unit (STAR) * Business model to including full cost recovery (support and challenge) * Alternative service delivery models   or   * Support to Heads of Business Support and Directorate Heads of Service which will involve becoming part of Directorate management groups * Oversight of the service area establishment with specific responsibility for business support staff, resources and deployment * Operational support for redesign and transformation of services (informing the need to broker CSS support) * Liaison and facilitation to interpret and implement corporate directives * Outlining and defining business support competencies and succession planning * Inform the development of a framework and dissemination of lessons learned from business process re-engineering activity * Oversight of Apprentice portfolios * Negotiation, matrix management of partner agency support staff   or  • Lead on business continuity for the organisation including supporting the development, action planning and monitoring of robust Business Continuity Plans, Business Plans & Service Manuals  • Co-ordinate development and delivery of specific work streams to shape and deliver Stockport’s Civil Contingencies responsibilities within the statutory framework and in conjunction with the AGMA Civil Resilience Unit.  • Co-ordinate response to relevant civil incidents, emergencies and debriefs; supporting and bringing expertise to enable effective management of and speedy recovery of incidents. |
| Estate and Asset Management | No roles currently proposed to be deployed at this grade within this function |
| Finance | No generic roles currently proposed to be deployed at this grade within this function |
| Information and Communication | * Offer specialist technical expertise and advice on a range of the following: * Application and Systems management. * System development using .NET or equivalent. * ICT design, installation & procurement services. * ICT support services. * ICT Infrastructure technologies, covering Servers, Virtual Servers, Storage Area Networks and Data Centre operations. * Network infrastructure including WIFI, telephony including VoIP and mobile convergent solutions, VMware and Cisco Call Manager. * Maintenance and support of desktop, mobile equipment, PC hardware, printers, and peripherals. * ICT security standards and legislation. * Data and information management. * Communications. * Council and Partner media. * Press relations. * Digital communications including web site management. * Evaluate opportunities within the IT and Communications industries, consider the implications for the Council and submit recommendations where appropriate. * Deliver a proactive news function that supports agreed priorities by anticipating the needs of the media, maintaining relationships and managing their expectations. * Identify Public Relations opportunities and convert them into outcomes. * Minimise the impact of challenging issues through effective news management. * Support the organisation in making effective use of technical developments in communications. * Co-ordinate development and delivery of specific work streams to shape and deliver Stockport’s Civil Contingencies responsibilities within the statutory framework and in conjunction with the AGMA Civil Resilience Unit. * Co-ordinate response to relevant civil incidents, emergencies and debriefs; supporting and bringing expertise to enable effective management of and speedy recovery of incidents. * Manage the provision of IT functions to schools and education establishments. |
| Legal and Governance | * To ensure that Councillors, Officers and stakeholders receive the necessary support and advice in relation to the democratic process. This includes servicing and providing advice at Council and other committee meetings. |
| People and Organisational Development | With significant management responsibilities and the requirement to delegate for more senior staff, these roles will require a high degree of technical expertise and in-depth knowledge it at least one of the following specialisms:  • Recruitment, Resourcing and Service Transformation  • Information, Advice and Guidance and Transactional Support  • Technical Payroll and Pensions  • Policy, Compliance and Employee Relations  • Employee wellbeing, engagement and equalities  • Workforce and Organisational Development  • Business Transformation, Development and Quality Assurance  Working with the Head of Service and Band 3 managers, people deployed into these key posts will act as part of a single wider management team to contribute to and implement service-level plans and activity. With significant line management responsibly of the larger, multidisciplinary team and/or involvement in higher level, complex transformational projects, these posts will be responsible for the development and delivery of an agreed Business Plan in an appropriate manner based upon a realistic assessment of the associated risks. Indicative tasks and activities likely to be undertaken by Band 4 managers deployed into these roles are likely to include:    • Provision of information, advice and guidance at a strategic and tactical level on relevant legislation, policy, case law, better practice and innovative thinking usually in an agreed area of expertise  • Contribute the development and management of Business Planning activity  • Significant leadership and management responsibility within a complex, multi-disciplinary environment  • Support the implementation an effective system of performance management and evaluation to ensure that the Function continues to demonstrate value for money and impact  • Manage the implementation of agreed projects using strong project management disciplines and be responsible for the implementation of these projects  • Risk assessment of organisational needs and development of an associated work programme based upon these risk assessments  • Providing a single point of contact for key clients and ensuring that the needs of these clients are also taken into consideration during planning activity  • Contribute to issues relating to business continuity and incident management as applicable |
| Policy, Performance and Reform | * To form the flexible core of the Function by, over time, being able to apply their skills across any given work area * To provide strategic advice and recommendations on national, regional and local issues, statute, best practice and innovative thinking, initially in relation to either:   + change management/business transformation,   + performance management/business intelligence   + policy and strategy development   + external relations, consultation and engagement * To plan, lead and manage complex programmes and projects within an agreed framework * To negotiate with, lobby and influence others to secure successful decision making and outcomes in complex environments that include Elected Councillors, Senior Managers and key external partners * To manage performance and risk and (formally or informally) small teams to deliver defined outcomes from complex programmes of activity * To analyse, synthesise and communicate complex information in a range of media and formats and in ways that are appropriate to the intended audience * To seek, appreciate, interpret and incorporate the views of stakeholders into their work * Support the coordination of civil resilience activities |

**Competencies and Behaviours**

The main purpose of the above competencies is to define the standards of behaviour required by the organisation. Managers are expected to perform satisfactorily to the generic employee competencies but in addition meet the management standards below.

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| **Competency** | **Definition** |
| **Setting Direction** | |
| **Seeing the big picture** | Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports organisational objectives and the wider public needs. For all staff, it is about focusing your contribution on the activities which will meet the Council’s goals and deliver the greatest value. At senior levels, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the citizen and support economic, sustainable growth. |
| **Changing and improving** | People who are effective in this area are responsive, innovative and seek out opportunities to create effective change. For all staff, it’s about being open to change, suggesting ideas for improvements to the way things are done, and working in “smarter‟, more focused ways. At senior levels, this is about creating and contributing to a culture of innovation and allowing people to consider and take managed risks. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive Council. It also means making use of alternative delivery models including digital and shared service approaches wherever possible. |
| **Making Effective Decisions** | Effectiveness in this area is about being objective; using sound judgement, evidence and knowledge to provide accurate, expert and professional advice. For all staff, it means showing clarity of thought, setting priorities, analysing and using evidence to evaluate options before arriving at well-reasoned justifiable decisions. At senior levels, leaders will be creating evidence based strategies, evaluating options, impacts, risks and solutions. They will aim to maximise return while minimising risk and balancing social, political, financial, economic and environmental considerations to provide sustainable outcomes. |
| **Engaging People** | |
| **Leading and Communicating** | At all levels, effectiveness in this area is about leading from the front and communicating with clarity, conviction and enthusiasm. It’s about supporting principles of fairness of opportunity for all and a dedication to a diverse range of citizens. At senior levels, it is about establishing a strong direction and a persuasive future vision; managing and engaging with people with honesty and integrity, and upholding the reputation of the directorate and the Council. |
| **Collaborating and Partnering** | People skilled in this area create and maintain positive, professional and trusting working relationships with a wide range of people within and outside the Council to help get business done. At all levels, it requires working collaboratively, sharing information and building supportive, responsive relationships with colleagues and stakeholders, whilst having the confidence to challenge assumptions. At senior levels, it’s about delivering business objectives through creating an inclusive environment, encouraging collaboration and building effective partnerships including relationships with Members. |
| **Political Awareness** | At all levels, effectiveness in this area involve an ability and inclination to understand formal political structures and understanding how things get done within a political context and environment. At senior levels, it’s about understanding the organisational climate and culture and demonstrating an ability to work productively with Members to achieve the Council’s objectives while maintaining impartiality and integrity. |
| **Building Capability for all** | Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it’s being open to learning, about keeping one’s own knowledge and skill set current and evolving. At senior levels, it’s about talent management and ensuring a diverse blend of capability and skills is identified and developed to meet current and future business needs. It’s also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change. |
| **Delivering Results** | |
| **Achieving Commercial Outcomes** | Being effective in this area is about maintaining an economic, long-term focus in all activities. For all, it’s about having a commercial, financial and sustainable mindset to ensure all activities and services are delivering added value and working to stimulate economic growth. At senior levels, it’s about identifying economic, market and customer issues and using these to promote innovative business models, commercial partnerships and agreements to deliver greatest value; and ensuring tight commercial controls of finances, resources and contracts to meet strategic priorities. |
| **Delivering Value for Money** | Delivering value for money involves the efficient, effective and economic use of taxpayers’ money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality and effectiveness for the least spend. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. At senior levels, effective people embed a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the Council maximises its strategic outcomes within the resources available. |
| **Managing a Quality Service** | Effectiveness in this area is about being organised to deliver service objectives and striving to improve the quality of service, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality and efficient service, applying programme and project management approaches to support service delivery. At senior levels, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services. |
| **Delivering at Pace** | Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it’s about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. At senior levels, it is about building a performance culture to deliver outcomes with a firm focus on prioritisation and addressing performance issues resolutely, fairly and promptly. It is also about leaders providing the focus and energy to drive activities forward through others and encourage staff to perform effectively during challenging and changing times. |