

## HAY JOB DESCRIPTION

<b>POSITION TITLE</b>	<b>Director of Transformation &amp; Business Services</b>		
<b>LOCATION</b>			
<b>REPORTING TO</b>	Chief Executive		
<b>SERVICE/SECTION/SCHOOL</b>			
<b>DATE OF EVALUATION</b>	22/2/22	<b>EVALUATED GRADE</b>	<b>L3</b>
<b>EFFECTIVE DATE OF JD</b>	TBC	<b>JOB NUMBER</b>	H.0413

### JOB PURPOSE

**As Director of Transformation & Business Services you will:**

- ) Provide strategic leadership and direction to the functions and services associated with Transformation & Business Services.
- ) Inspire and nurture our workforce, hear the voices of our citizens and communities, embrace diversity, and be committed to creating and maintaining a workplace and county that is inclusive and safe.
- ) Work with your Strategic Leadership Team colleagues to lead and continuously shape the strategic vision and priorities for the organisation to achieve sustained and measurable outcomes for people and communities.
- ) Hold strategic responsibility and accountability for one of the Strategic Plan priorities contributing to collective organisational ownership and commitment.

For consultation document purposes

This service area will combine Digital Transformation, ScoMIS, Business Support Services, Property, Organisational Change and Policy. The rationale for this grouping is to support the achievement of the Council's Strategic Plan commitment to be an effective, efficient and adaptable council that serves local people well. This grouping will bring together the digital and physical assets of the Council with organisational design and development to promote more rapid adoption of transformation and innovation in line with the strategic and policy direction of the council.

### CONTEXT

We want Devon to be the best place to grow up, live well and prosper. We want to listen, learn, and improve, be curious and inclusive.

We are ambitious for Devon and committed to transforming the way we lead and work to improve outcomes for the people of Devon.

As a leader in our organisation, you will demonstrate the organisation's core principles and behaviours in everything you do and promote a positive culture of personal responsibility

and accountability to meet the legal expectations, policies and frameworks for example Employment Law, Health and Safety, GDPR and Data Protection.

As a member of the Strategic Leadership Team, you will take collective ownership of the Council's vision, direction and priorities.

You will lead and collaborate well, make good decisions and use resources effectively to ensure the organisation thrives and is financially resilient.

You will be curious and committed to understanding the opportunities of new and emerging digital technologies, automation, and artificial intelligence in supporting the council to continually evolve, adapt and transform so that we can deliver the most effective services for the people of Devon.

As one of six high-level strategic reports to the Chief Executive, you will make a key contribution to the strategic leadership of the County Council and advise key Cabinet Members on policy and strategy.

<b>RESOURCES</b>		
Finance	Business Support	£22.235 M
	IT/Digital	£19.548 M
	Organisational Change & Policy	£ 0.532 M
	Capital Budgets	£11.173 M
	<b>TOTAL</b>	<b>£53.488 Million</b>
Staff	Business Support	339
	IT/Digital	208
	Organisational Change & Policy	12
	<b>TOTAL</b>	<b>559</b>
Other	<i>Any other statistics directly relevant relating to the job. Explain how and why these statistics impact on the job.</i>	

<b>KEY ACCOUNTABILITIES:</b>		<b>%</b>
1	Provide strategic leadership and direction to develop a coherent and integrated approach to Transformation & Business Services.	15%
2	Work collaboratively with Strategic Leadership Team colleagues to provide collective organisation wide leadership and direction to deliver against the strategic vision and priorities; and hold individual responsibility and accountability for one of the strategic plan priorities.	15%
3	Build relationships based on mutual respect, trust and understanding and provide strong system leadership with partner organisations to meet the needs of Devon's communities and improve services in the County.	10%
4	Create an inclusive, compassionate, welcoming, and high performing culture that values, respects and invites different perspectives and focusses on outcomes for people.	10%
5	Create an environment where learning and innovation thrives; actively seek out and test new ideas and technologies; embedding continuous learning and improvement.	10%

6	Understand the needs of Devon's citizens and communities to design and shape effective and responsive services, and commission outcomes for the people of Devon.	10%
7	Hold shared responsibility and accountability with Strategic Leadership Team colleagues to create and champion public and social value for better outcomes and lower cost, seeking creative funding and investment opportunities to ensure financial accountability and resilience. Hold individual responsibility and accountability for service based budgeting and medium to long term financial planning.	10%
8	Contribute to the safe working of the authority through clear, robust and effective decision making. Understand and meet all relevant legislation, regulatory and governance requirements.	8%
9	Develop strong working relationships with Elected Members and provide advice and guidance on areas of policy and strategy, ensuring that Elected Members are appraised about issues, risks and opportunities to enable informed decision making in line with the strategic vision and priorities.	10%
10	Deputise for the Chief Executive as required.	2%

It should be noted that the duties or tasks associated with of the post may change from time to time without altering their general character or the level of responsibility entailed and without affecting the grading of the post.

For all roles the job holder is expected to:

- ) Understand and lead to achieve the Council's vision, direction and priorities
- ) Lead by example in line with the organisation's core principles and behaviours
- ) Embrace the positive benefits of a diverse workforce and be committed to creating and maintaining an environment that is inclusive and safe
- ) Promote a positive culture of personal responsibility and accountability to meet the legal expectations, policies and frameworks for example Employment Law, Health and Safety, GDPR and Data Protection.

The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out such other appropriate duties as may be required within the grading level of the job and the competence of the job holder.

## **KNOWLEDGE AND EXPERIENCE**

*Identify education, qualifications, training and experience necessary to enable the job to be carried out fully and effectively. Note this information should relate to the qualifications etc, required for the job and not be specific to an individual. Be careful not to include any requirement which may be regarded as discriminatory, e.g. X number of years' experience*

### **Core knowledge and experience**

Extensive experience at a senior level with the ability to lead, integrate and deliver multiple and complex services and functions.

Highly developed strategic leadership experience and skills, relating to others in a way that brings out the best in people, teams/groups and organisations.

Strong and evidenced commitment to professional and personal development and learning.

Experience of taking tough stands, bringing up "undiscussables" and openly dealing with difficult relationships and issues in productive ways.

The ability to think and act strategically and systemically, and to demonstrate and apply innovative solutions and ideas to improve working practices and service delivery.

Experience and ability to drive through efficiency savings and behaviour change and respond positively to changing circumstances.

Ability to lead and manage change in complex environments.

Experience in exploiting new opportunities and developing a positive performance management and improvement culture and extensive leadership and management skills including direct line appraisal meetings and Designated Officer responsibilities.

A strong collaborator who can develop productive relationships with politicians and senior stakeholders with a successful track record of working in partnership.

An in-depth knowledge and understanding of the current public sector reform and change agenda.

Excellent understanding of, and commitment to the role, vision and priorities of the County Council.

Curiosity and commitment to understanding the opportunities of new and emerging digital technologies, automation and artificial intelligence in the design and delivery of public services.

Ability to absorb complexity and convey simplicity.

Experience and knowledge of financial planning, management and accountability (Local Government).

### **Role Specific Knowledge and Experience**

This post requires education to degree level or equivalent, membership of an appropriate professional body, a sustained track record and substantial experience at a senior level.

### **CORE PRINCIPLES AND BEHAVIOURS**

Devon County Council's Core Principles and Behaviours Framework can be found here: [Core Behaviours Framework \(Core Principles and Behaviours Overview\) - tasks and guides \(devon.gov.uk\)](#)

**APPROVAL: I confirm this Job Description conveys a full and accurate description of the job and has been agreed with the post holder (where applicable).**

**SIGNED:**

**Line Manager (Name and Job Title)**

**DATE**

## ORGANISATIONAL STRUCTURE

