

# Job Description



<b>Job Title:</b> Adults Social Care and Health Transformation Manager	<b>Service Area:</b> Adults and Health Transformation	
<b>Directorate:</b> Improvement, Change and Control	<b>Post Number:</b>	<b>Evaluation Number:</b>
<b>Grade:</b> SMR A	<b>Date last updated:</b>	

## **Equality and Diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **Protecting our Staff and Services**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

## **Corporate parent**

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

- The post holder will work as part of the Transformation Team responsible for leading high profile complex cross-cutting change projects as part of our transformation portfolio.
- Build strategic relationships with stakeholders and effectively influence to deliver on the Mayors manifesto commitments and any legislative requirements relevant to the Directorate with the outcome of improved health and wellbeing for our residents
- The role will co-ordinate all activity across the specified project and provide support and advice as required. This includes ensuring good PPM governance in combination with gateway reviews, assurance and databases in accordance with corporate requirements and best practice.

- Manage people, delegated budgets and other resources, utilising them innovatively and creatively to benefit residents, ensuring expenditure is contained within budget and risk and need are balanced, to deliver the best outcomes for our residents.
- The post-holder will provide expert project management support to colleagues and partners as required.
- The role will actively support all aspects of the project, driving everything forward from planning to implementation. This role will also directly influence the efficiency and effectiveness of Newham's new offer to vulnerable people and their families directly contributing to better outcomes for Newham residents.

## **Job Context**

1. Reporting to the Transformation Lead (Adults) the role will play a key part in delivering the desired step change in both culture and approach to modernising services and responding to efficiency and legal challenges within a complex environment.
2. To provide leadership on the development and implementation of programmes of improvement and change identified across Adult Social Care and Health.
3. The post holder has line management responsibility for Adults and Health Project Managers and Transformation Programme Support Officers and Project Apprentices as required. There may also be the need for matrix management responsibility for other project resource as required, dependant on the project.
4. The post holder is responsible for supporting transformation projects across the Directorate and providing robust programme and project management support and assurance to senior management.
5. The post holder will have knowledge and experience of working in a local authority or similar environment with extensive knowledge of Adult Social Care and Health service
6. The post holder will be responsible for reviewing current provision and identifying and contributing towards innovation and change utilising a range of project management theory and methodologies.
7. The post holder will be leading on projects with savings targets identified and be responsible for assisting in identification of these savings.
8. The post holder will be responsible for working with the service to identify opportunities for continuous improvement and transformation.
9. The post holder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.

## Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To lead robust project management processes covering the effective development, appraisal, approval, implementation and evaluation of assigned projects
2. Plan and design complex projects with savings targets which have a far-reaching effect across the council, requiring extensive and well-developed managerial and relationship-building skills.
3. Responsible for the deployment of recognised, appropriate and robust project management techniques together with the change framework, methodologies and appropriate toolkit.
4. Manage an effective system for project assurance, quality assurance and ensuring clear and consistent arrangements for the storage and publication of products.
5. Effectively manage resources across the project, including direct line management of Project Managers and matrix management of business analysts, data analysts and service designers as well as specialists in service areas.
6. Ensure the active engagement of internal and external stakeholders in the development and delivery of the projects, including managing the communication requirements and developing the engagement with resident's plan.
7. Produce a benefits (financial and non-financial) realisation plan and maintain trackers for each project, including identifying who is responsible for the delivery of each benefit.
8. Ensure a strength based and person centred approach is at the nucleus of all design and delivery of each project.
9. Ensure the effective management of risks and issues within projects: Develop and maintain Issues and Risks logs for the projects, ensuring that these are highlighted, managed and resolved where possible. Escalate risks and issues accordingly to relevant project and programme boards.
10. Provide advice across the Council in respect of project and business leads and to support the development of robust and effective business cases and implementation plans.
11. Manage an effective reporting regime and governance for all projects, including the co-ordination of project progress reports and gateway reviews.
12. Obtain and analyse a range of data relating to the project and draft complex reports for a variety of different audiences, including senior management, external customers and resident co-production groups. Produce highlight reports and report regularly to the Programme and/or Project Board using the established reporting methods.

13. Development of Cabinet and Overview and Scrutiny reports as necessary.
14. Monitor projects against corporate priorities and provide senior management with regular updates.
15. Lead and assist in the development of the Transformation Project Managers and other Transformation resources by providing clear steer, oversight and guidance to them.
16. Assist in the development of any change management toolkit for the transformation programme.
17. Establish and deliver the objectives and project plan including timings, quality, and costs, monitoring on project plans ensuring that timelines are realistic and adhered to.
18. Produce project and programme related documentation as necessary and to ensure these are reviewed and updated at agreed intervals.
19. Identify, highlight and manage the internal and external dependencies within the projects and business.
20. Ensure that cost-avoidance and saving programmes are robustly tracked and measured, with appropriate sign off and buy in so that ROI is demonstrated.
21. To champion a high-level understanding of emerging government legislation, regulatory frameworks and best practices, and to ensure appropriate levels of understanding throughout the lifecycle of the programme.
22. To champion, lead and enable effective communication and develop and nurture strong, positive relationships with key stakeholders to ensure engagement and delivery of change. Where appropriate gain employee participation within the management of change, in order to:
  - Ensure that staff have ownership of and understand the change process
  - Ensure that revisions to service structures and job roles are informed by knowledge of best practice within the workforce, as well as within external organisations
  - Design, drive and deliver the Transformation for Newham so that it delivers major and complex change to meet Newham's Vision objectives.
23. To provide inspirational and professional leadership to staff, fostering a strong culture of standards, performance and accountability to deliver public value and efficiency
24. Carry out such other duties within the competence of the post holder which may be reasonably required from time to time.

# Personal Specification



<b>Job Title:</b> Adults and Health Transformation Manager	<b>Service area:</b> Improvement Change and Control	
<b>Directorate:</b> Adults and Health	<b>Post Number:</b>	<b>Directorate:</b> Adults and Health
<b>Grade:</b>  <b>SMRA</b>	<b>Date Last Updated:</b>	

## IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE:</b></p> <p>Demonstrated understanding of the changing role of local authorities, the issues facing local government and the wider economy and how they impact relevant service areas.</p> <p>Knowledge and application of the Care Act 2014 and the People at the Heart of Care: adult social care reform white paper 2021.</p> <p>Candidates should have been trained in a project management methodology to Practitioner level or similar (e.g. PRINCE2, APMG)</p> <p>Knowledge of tools and techniques for delivering sustainable change within a local government or other public sector setting.</p> <p>An understanding of the political context and environment.</p> <p>A thorough knowledge and demonstrable understanding of Strength Based Approach, Efficiency Agenda, Value for Money, Business Improvement Techniques, and Performance Management, with the ability to apply these successfully to deliver continuous improvement and the development of staff systems and service.</p> <p>An expert understanding of financial management and budgetary control</p> <p>An expert understanding of benefit identification and realisation in relation to programme and project management.</p> <p>An expert understanding of risk management in relation to programme and project management and techniques.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>

<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Experience of working in adult social care and/or the NHS</li> <li>• Experience of successful project management at a senior level in a complex environment across different organisations and agencies</li> <li>• Substantial experience of change management across a wide stakeholder base</li> <li>• Demonstrable experience of stakeholder management including lead members and working with residents to co-design services</li> <li>• Experience of working within a project office environment concerned with the accuracy of project plans, risk and issue registers and their management</li> <li>• Possession of a demonstrable track record of delivering results on time, to a high quality and to budget</li> <li>• Experience of managing and developing others.</li> <li>• Experience of using people management techniques to deliver change through others</li> <li>• Experience of process re-design in practice</li> <li>• Experience of transforming services in a large complex organisation, and developing and implementing change strategies which meet the business needs and objectives of the organisation.</li> <li>• Experience of delivering and designing new ways of working and delivery of culture change in a large complex organisation</li> </ul>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
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<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• PRINCE2/Agile/APM qualified or similar qualification or proven workexperience.</li> <li>• Analytical ability associated with management data, the understanding and interpretation of which is key to delivery of programme and project outcomes and outputs</li> <li>• A flexible approach and a willingness to embrace and promote new ways of working</li> <li>• An ability to work with, support andentuse other people</li> <li>• An ability to deliver through positive interaction with project/programme team members</li> <li>• An ability to lead, motivate andsupport and enable people</li> <li>• Ability to manage conflict creatively</li> <li>• Ability to build effective working relationships with individuals and organisations within and outside the council</li> <li>• Ability to articulate ideas well in written and oral communications</li> <li>• Demonstrates a flexible and innovative approach to problem-solving</li> <li>• Ability to effectively manage conflicting priorities and to remaincalm under pressure.</li> </ul> <p>Good knowledge of MS: Word,PowerPoint, Excel and Visio</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
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<p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Commitment to improving and evolving outcomes for the Council's corporate portfolio, programme and project management.</p> <p>Maintains a high standard of ethics and professional conduct</p> <p>Commitment to good equality and diversity practice</p> <p>Ability to quickly establish effective working relationships with users, and staff at all levels within the organisation.</p> <p>Ability to work across organisations with competing priorities.</p> <p>Ability to work effectively under pressure within the parameters of statute and Council Policy/Procedures and police protocol.</p> <p>Ability to work as a team member.</p> <p>Naturally engaging with an ability to inspire</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Enhanced DBS check</p>	<p>Satisfactory clearance at conditional offer stage</p>