

Transformation Manager

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You'll lead the Transformation function to successfully deliver against the organisational objectives and provide strategic leadership, expertise and guidance

Connect with what you'll do

In the role you'll:

- ▶ Lead the Transformation function to successfully deliver strategic, large-scale projects and programmes that support the organisational objectives.
- ▶ Provide strategic thought-leadership, expertise and guidance in relevant areas including project management, PMO and testing.
- ▶ Build strong relationships across the organisation, ensuring the Transformation function is fully integrated and aligned to business operations and priorities, while leading the Transformation agenda to identify opportunities and translate them into delivery
- ▶ Manage relationships with external suppliers providing development, transformation or delivery.
- ▶ Ensure successful delivery including managing projects to scope, time, and budget, including capitalisation forecasting and reporting
- ▶ Establish and embed governance frameworks and PMO processes, including prioritisation, status reporting, performance reporting and benefits realisation.
- ▶ Manage the testing activity for projects and the relevant resource planning.
- ▶ Partner with internal stakeholders to objectively analyse the organisation's ability to absorb change and adopt project and programs post-deployment
- ▶ Influence, negotiate and agree appropriate resourcing strategies to ensure optimum support for projects and day-to-day operational activities
- ▶ Define principles and standards to harmonise project management methodologies from third party or external service providers.
- ▶ Ensure effective performance management and support team members.
- ▶ Lead and support the wider business with business analysis and process mapping resource.
- ▶ Establish and lead a business change framework to ensure organisation-wide adherence and best practice.
- ▶ Strive for best practice including user Centred Design, Service Design and Lean systems thinking

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Managing a transformation function including a project management office.
- ▶ Extensive experience as a change leader, defining scope, costs, and benefits of projects, gaining agreement with customers, and directing teams to implementation.
- ▶ Experience managing Service Design activity.
- ▶ Experience successfully delivering projects, programmes and organisational change.
- ▶ Extensive experience implementing and managing portfolio management processes including executive-level reporting and escalation.
- ▶ Excellent stakeholder management skills with ability to confidently communicate at all levels.
- ▶ Strong belief in customer satisfaction and business benefit driven solutions.
- ▶ Educated to degree level or qualified by equivalent experience.
- ▶ PRINCE 2 certified or equivalent.

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care
- ▶ Communicating passionately and authentically effectively and confidently at all levels and across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Effectively planning and prioritising by focusing on the things that will make the biggest difference.
- ▶ Making wise decisions and solving problems without overcomplicating things.
- ▶ Building trust by doing what you say you will.
- ▶ Remaining curious to bring fantastic new ideas to your role which stretch you and improve the customer experience.

The ability to create an environment where people feel comfortable to be themselves, treating everyone as equals and encouraging a contribution from all.