

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of Programmes	Grade: MG3
Section: The Change Team	Directorate: Change & Innovation
Responsible to following manager: Executive Director Change & Innovation	Responsible for following staff: Directly manage The Change Team (6 – 10 staff) Matrix manage a team of staff and external consultants. This team likely to be between 4 and 10 full time equivalent staff (exact number will depend on the number and nature of transformation projects requires at different times).
Post Number/s:	Last Review Date: November 2024

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose



The Assistant Director for Change & Innovation will provide specialist capability, strategic direction and positive leadership for the Council's transformational change agenda and will be influential in the BSP's efforts to shape the future direction of the two boroughs, acting as a key lead in invigorating colleague performance and identifying service improvements, efficiency and productivity savings through innovation, technology and transformational solutions.

The post holder will lead the delivery of an innovative and fast paced change agenda across Richmond and Wandsworth Councils including the current Change Programme. They will lead on proposals to Directors' and Members and be accountable for the delivery of new service models identified through the Change and other successor Programmes.

The postholder will not only ensure that the overall portfolio of programmes are defined and composite elements are delivered to time and to budget, but will also matrix manage seconded staff from the BSP and external consultants.

Given the level of responsibility of this transformation programme the postholder will operate at a senior level within the SSA. In practice this means direct engagement with the Chief Executive, leaders of both councils, Directors and their Assistant Directors.

Specific Duties and Responsibilities

1. Lead the Change Programme to ensure that it delivers the benefits members and residents expect.
2. Work in close partnership with the Executive Director and Chief Executive to provide the specialist capability, strategic direction and positive leadership for the BSP's transformational change agenda.
3. Be accountable for the successful development and delivery of cross cutting transformation programmes leading to continuous improvement in service delivery and performance across both councils.
4. Working closely with the Chief Digital & Information Officer, collaborate in identifying efficiency and productivity savings through innovation, technology and transformational solutions.
5. Work across the organisation to deliver change underpinning the Medium Term Financial Strategies (MTFS) as well as supporting the identification of new ways of working to deliver additional efficiencies, increased productivity and improved service delivery
6. Lead the mitigation of risks associated with transformational programmes
7. Ensure that relevant PPM governance and framework for project initiation, mandates, approval, launch and inflight is developed and embedded across the organisation for transformation projects and programmes.
8. Provide ownership, leadership and expertise to identify and drive large and complex transformational change programmes to successful implementation and improved outcomes for local residents
9. Lead service reviews, which deliver innovations, improved service to residents and efficiencies.

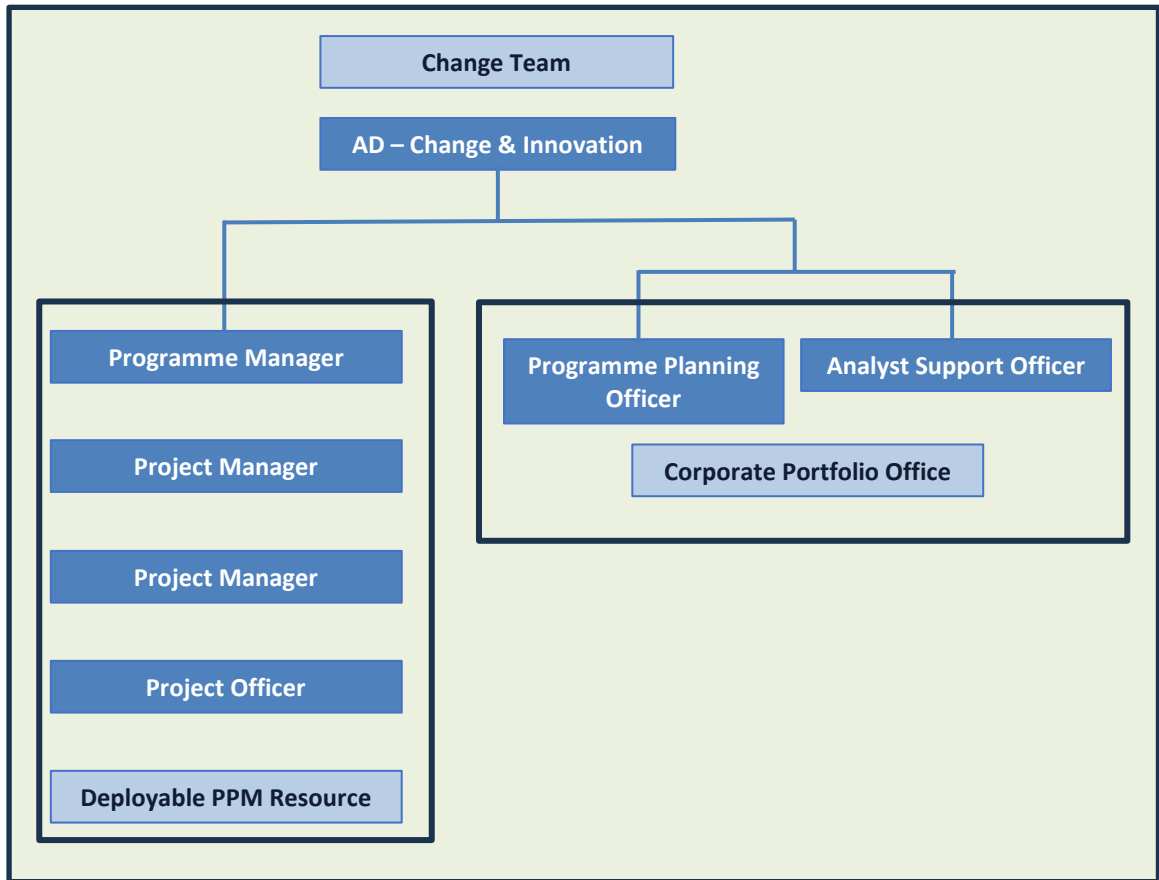
10. Lead Programme reviews to ensure programmes stay on track to deliver their benefits.
11. Matrix manage seconded staff from the BSP and external consultants to deliver service reviews and programmes to time, budget and expectation.
12. Work with Directors and Assistant Directors to ensure the Change Programme is delivered and that the capacity and capability is embedded effectively.
13. Develop and implement a robust programme management framework which ensures the programme is delivered to time, budget and expectation. This includes clear oversight of key programmes identified for delivery in 2024/5 and beyond along with a clear delivery plan to ensure the effective transition of the Change Programme into BaU supported by a robust Benefits Realisation plan.
14. To ensure that key decisions are channelled appropriately through each council's own decision-making processes including drafting of committee reports.
15. To lead on other time sensitive or high profile projects as directed by the Executive Director for Change & Innovation and the Chief Executive.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

Team structure



Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements		Assessed by A/I/T/C (see below for explanation)		
Knowledge		Essential	Desirable	Assessed
Detailed working knowledge and understanding of programme and project management methodologies	A			
Understanding the leadership of change in a political environment and how to gain the best outcomes in that context.	I			
An understanding of the workings of local government and the challenges being set by the new local government agenda along with the financial, legal and political context of local government.			A	
Experience		Essential	Desirable	Assessed
A proven track record in leading major reforms and transformation programmes that change how organisations fundamentally work in accordance with best practice methodologies - successfully delivering complex projects or programmes within a similar environment.	A			
Track record in delivering service reviews and transformation			A	
A leader with demonstrable expertise of turning policy and strategy into positive programmes of transformational change	I			
Able to demonstrate leadership in initiatives that have delivered significant positive transformation impacts.	I			
Experience of positively challenging thinking at an organisational wide level to create better outcomes for customers, communities and the organisation	I			
Significant management experience, including matrix management of staff and external consultants	A			
Experience of establishing a new transformation or change function; developing a coherent vision, defining the value proposition and evidencing return on investment			A	
Working successfully with key stakeholders including residents, businesses, communities, partner organisations and other public services, to deliver transformational change	A			
Skills		Essential	Desirable	Assessed
Ability to establish connections and credibility with senior stakeholders in order to collaborate and also challenge where necessary	I			
Excellent communication and engagement skills	A			
Ability to question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment	I			
Ability to design, plan and scope projects and programmes			A	
Ability to influence, negotiate and persuade in challenging circumstances	I			

Attention to detail and organisational skills		A	
Ability to prioritise and work with minimal supervision	A		
Qualifications	Essential	Desirable	Assessed
Relevant Degree / professional qualification or significant relevant experience	A		
Evidence of CPD		A	

A – Application form / CV

I – Interview

T – Test

C - Certificate