



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Agile Projects & Change Lead	Grade: MG1
Section: Culture & Leisure	Directorate: Resident Services
Responsible to following manager: Tom Alexander, Assistant Director – Culture & Leisure	Responsible for following staff: Transformation Project Officer Transformation Project Apprentice
Post Number/s: TBC	Last review date: N/A

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

- Lead on and manage critical change projects that turn strategy into action and support the development, delivery, and implementation of directorate strategies, priorities (incl. MTFS targets), service transformation programmes, and political commitments.
- Ensure strategic and statutory responsibilities are met, driving innovation and embracing technology to keep Culture & Leisure Services at the forefront of best practice.
- Work directly with senior leaders to provide high-quality information, data analysis, report writing, project management, and leadership support.
- Develop and sustain strong relationships with key partners and stakeholders to inspire confidence and provide assurance in service delivery and impact.
- Champion the needs of service users (e.g., residents, community groups, cultural organisations) in all improvement and transformation work.
- Lead on the development of change and transformation strategies and ensure effective planning with internal and external partners.
- Monitor developments & trends at national, regional, and local levels, communicating changes to senior management, the C&L workforce and elected members to inform decision-making and service planning.
- Lead on the facilitation of inspection and review processes, both external and internal, to a high standard.
- Lead on workforce development and resilience within the C&L division and to support relevant wider Directorate transformation.
- Deliver a comprehensive Communities of Practice programme.

Specific Duties and Responsibilities

- Lead, coordinate, and deliver transformation and change projects within Culture & Leisure Services and, where required, aligning with the council.
- Act as scrum master or impact sprint facilitator in high-level, complex project delivery.
- Ensure relevant project delivery to agreed timelines, with clear tracking of risks, mitigations, and costs.
- Identify, share and test new ways of working across the division and more widely if applicable.
- Embed and evaluate new ways of working across the division and more widely if applicable.
- Prepare business cases for change and support the development of those produced within the services.
- Support annual service and workforce planning and monitor achievement of objectives.



- Provide high-level support to senior leaders, including managing change projects, preparing reports, and conducting research.
- Promote discretion, equity, confidentiality, and professionalism in all team activities.
- Advise on workforce quality assurance processes and ensure quality, clarity, and consistency in interactions with elected members and senior officers.
- Embed diversity and equality in service development and provide strategic advice on statutory responsibilities.
- Produce high-quality reports drawing on data, user input, and professional expertise.
- Organise and deliver special events and projects as required.
- Manage and develop staff, including recruitment, appraisal, and performance management.
- Champion new ways of working across the division and be responsible for a strategy to deliver them.
- Coach managers and supervisors to drive change across the division.
- Influence stakeholders, internally and externally, who may be resistant to change to adopt new ways of working, highlighting any challenges and solutions where they may arise.
- Promote the use of technology to enhance productivity and value-added work.
- Participate in senior leadership meetings and following up on actions.
- Contribute to continuous improvement of services.
- Comply with codes of practice and policies on data protection, complaints, and health and safety.
- Promote equality, diversity, and inclusion in all aspects of the role.
- Understand and apply safeguarding responsibilities as relevant.
- Undertake other reasonable duties as required.

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, handling complaints 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

This role will suit anyone that wants to be part of an ambitious delivery plan across two very different boroughs to ensure all residents are able to maintain and improve their physical and mental wellbeing using a variety of services and interventions. We are looking for someone that can add momentum to a Culture & Leisure division that has already been on a significant improvement journey and enjoys developing high quality services to help them achieve even better outcomes for residents.

Team structure

For the current structure please go to The Loop.

When advertising externally please add the current team structure here and remove the sentence above.

Person Specification

Job Title: Agile Projects & Change Lead	Grade: MG1 (Pending evaluation)
Section: Culture & Leisure	Directorate: Resident Services
Responsible to following manager: Tom Alexander, Assistant Director – Culture & Leisure	Responsible for following staff: Transformation Project Officer Transformation Project Apprentice
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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)
Experience	Essential	Desirable	Assessed
<ul style="list-style-type: none"> Significant experience in agile practice, change and service development. 	x		
<ul style="list-style-type: none"> Experience of working using recognised change and agile methodologies. 	x		

<ul style="list-style-type: none"> • Experience operating in a political environment and handling confidential/sensitive information. 	X		
<ul style="list-style-type: none"> • Experience managing own workload and that of others in a dynamic environment. 	X		
<ul style="list-style-type: none"> • Experience working at a senior, strategic level within the public sector. 	X		
<ul style="list-style-type: none"> • Proven ability to manage and develop staff. 	X		
<ul style="list-style-type: none"> • Experience working as part of and managing cross-functional project teams. 	X		
<ul style="list-style-type: none"> • Evidence of innovative and imaginative approaches to service & workforce development. 	X		
<ul style="list-style-type: none"> • Experience of inter-agency and multidisciplinary working at a senior level. 		X	
<ul style="list-style-type: none"> • Understanding of complex governance and leading/supporting strategic partnerships. 		X	
Knowledge	Essential	Desirable	Assessed
<ul style="list-style-type: none"> • Wide-ranging knowledge of policy developments in Culture & Leisure and related services, including the wider context of local government. 		X	
<ul style="list-style-type: none"> • Understanding of organisational development and workforce development strategies. 	X		
<ul style="list-style-type: none"> • Understanding of working on high impact, high profile programmes and projects within local government. 	X		
Skills	Essential	Desirable	Assessed
<ul style="list-style-type: none"> • Excellent communication skills, both oral and written, with a range of stakeholders. 	X		
<ul style="list-style-type: none"> • Creative problem-solving and ability to generate new ideas. 	X		

<ul style="list-style-type: none"> • Authentic and inspiring leadership, building inclusive and high-performing teams. 	X		
<ul style="list-style-type: none"> • Strong negotiation and influencing skills. 	X		
<ul style="list-style-type: none"> • Resilience, flexibility, and ability to manage uncertainty. 	X		
<ul style="list-style-type: none"> • Ability to challenge assumptions and processes constructively. 	X		
<ul style="list-style-type: none"> • Strong analytical skills, including interpreting and presenting data. 		X	
<ul style="list-style-type: none"> • Ability to work at pace, juggle priorities, and make sound decisions under pressure. 	X		
<ul style="list-style-type: none"> • Experience managing complex workloads and achieving targets with limited supervision. 			
Qualifications	Essential	Desirable	Assessed
<ul style="list-style-type: none"> • Educated to degree level in a relevant subject or equivalent through work experience. 	X		
<ul style="list-style-type: none"> • Evidence of continuing professional and/or technical development 	X		
<ul style="list-style-type: none"> • Accreditation in one of programme, project or change management 		X	

A – Application form / CV

I – Interview

T – Test

C - Certificate