**WEST YORKSHIRE FIRE & RESCUE SERVICE**

# JOB DESCRIPTION

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| **POST TITLE:** | Digital Transformation Manager |
| **GRADE:** | EO 1 |
| **RESPONSIBLE TO:** | Head of ICT |
| **RESPONSIBLE FOR:** | ICT Project Manager, ICT Systems & Information Manager. |
| **PURPOSE OF POST:** | To lead transformational change across the organisation in the use of digital and data, supporting the delivery of the Organisational and ICT strategies. |

##### MAIN DUTIES AND RESPONSIBILITIES

1. Lead and manage Digital Transformational change.
2. Work with the Head of ICT to develop the digital transformation roadmap and carry out detailed analysis to understand the ICT requirements to support the roadmap.
3. Work with the ICT Operations Manager to ensure the ICT infrastructure is in place to support the roadmap delivery and identify any gaps and developing a plan to address these gaps.
4. Undertake stakeholder analysis to develop strategies to support the adoption of the technological services and products.
5. Work with stakeholders to understand and interpret how technology can support their roles.
6. Oversee the delivery of the digital transformation plan.
7. Work with stakeholders to understand their data requirements and plan for how legacy data can be managed and legacy systems decommissioned.
8. Provide status updates and reports to the senior management team as appropriate.
9. Support all elements of business change across the organisation, ensuring it is prepared for the transformational projects.
10. Understand the current state and required steps to transition the organisation across to the new digital ways of working.
11. Continually look for opportunities to innovate and improve processes and help to embed a culture of continuous improvement.
12. Provide effective leadership and management of continuous improvement for all digital products and services.
13. Build strong relationships at all levels across the organisation and with external stakeholders, adapting style and approach to achieve the best outcome.
14. Ensure digital transformation changes comply with information security standards and best practice.
15. Lead the ICT Transformation Team of Project Managers, Business Analysts, Developers, and Data Analysts to ensure transformation projects meet the needs of the organisation and their benefits can be realised.
16. Work with key stakeholders to ensure that information systems link effectively with performance management and appropriate objectives and measures are in place linking through to the organisational strategic priorities.
17. Lead on becoming a data led organisation that has a drive for change.
18. Maintain knowledge of the changing digital and technology landscape and the opportunities they provide to improve the delivery of services.
19. Ensure that key areas are considered in all change and BAU, such as Business Continuity, Quality Assurance, Security, and Information Governance/Compliance
20. Monitor and oversee ICT transformation capital and revenue budgets in conjunction with the Head of ICT and Chief Finance and Procurement Officer.
21. Undertake the ITIL role of Change Manager and other ITIL roles as required.
22. Support the ICT Training function, leading on the organisational ICT Training Strategy
23. Ensure the performance of the Transformation team is monitored through KPI’s and reporting systems.
24. Lead on the progression of organisational performance data to drive improvements.

**Second area:**

1. To Implement and promote the authorities:
   1. Health and Safety policy
   2. Equality and Diversity policies
   3. Data Quality policy
   4. Protective Security policy
2. To demonstrate and uphold the service values and to promote the organization in a positive manner.
3. Undertake any other duties commensurate with the grade of the post as directed by the Head of ICT

**PERSON SPECIFICATION**

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|  | **Experience** | Essential/ Desirable | Source |
| 1 | Significant demonstrable knowledge/experience of leading on transformational change within a digital environment. | Essential | Application & Interview |
| 2 | Experience of process redesign approaches e.g., Lean. | Essential | Application |
| 3 | Experience supporting service delivery improvement initiatives. | Essential | Application |
| 4 | Experience of working within a systematic project and Programme environment such as Prince 2, APM PMQ, MSP, P3Oor Agile. | Essential | Application & Interview |
| 5 | Demonstrable evidence of delivering change programmes from inception to benefit realisation and evaluation. | Essential | Application & Interview |
| 6 | Experience of managing budgets associated with programmes of change. | Essential | Application |
| 7 | Experience of interpreting business requirements and translating them into project deliverables. | Essential | Application |
| 8 | Proficient in the use of the O365 suite of applications including the Power Platform and all of its components. | Desirable | Application |

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|  | **Education and Training** | Essential/ Desirable | Source |
| 9 | Educated to degree level or equivalent relevant experience/qualification. | Essential | Application |
| 10 | Relevant qualification in a related field. E.g., project management (PMP, APM PMQ, PRINCE, MSP, P3O etc.) or business change. | Essential | Application & Interview |
| 11 | ITIL qualified to Practitioner level or willing to work towards. | Desirable | Application |
| 12 | Be prepared to undertake training and qualification relative to the role. | Essential | Application |

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|  | **Special Knowledge and Skills** | Essential/ Desirable | Source |
| 13 | Ability to build strong relationships across the organisation. | Essential | Application & Interview |
| 14 | Demonstrable analytical and problem-solving skills and the ability to use information to generate creative solutions. | Essential | Application & Interview |
| 15 | Strong communication and stakeholder engagement skills. | Essential | Application & Interview |
| 16 | Excellent organisational, planning and risk management skills. | Essential | Application & Interview |
| 17 | Good working knowledge of information management, information security and performance management. | Essential | Application & Interview |
| 18 | Demonstrate commitment to good data quality within all areas of work. | Essential | Interview |
| 19 | Demonstrate commitment to and understanding of Equality & Diversity. | Essential | Interview |
| 20 | Demonstrate an understanding of and ability to implement Health & Safety in the workplace. | Essential | Interview |
| 21 | Extensive managerial experience of coordinating and organising priorities, and setting of objectives for individuals and a team | Essential | Application & Interview |
| 22 | Ability to understand and analyze business requirements and offer recommendations ensuring compliance with overall business objectives | Essential | Application & Interview |

Date updated/written – June 2023