

**JOB DESCRIPTION**

**Job Title:** Business Transformation Manager

**Department:** Chief Executive

**Salary:** £47,054 – £54,494 per annum (pay award pending)

**Responsible to:** Chief Executive

**Responsible for:** Business Transformation Team

**Main Purpose of Post:** The Business Transformation Manager will be responsible for helping Hillcrest achieve its transformation aims in relation to our processes, technology and flexibility for our people. The postholder will help shape, plan and deliver business transformational change in all companies within Hillcrest.

**Responsibilities:**

* The Business Transformation Manager will contribute at a senior operational level, providing leadership, line management and support to an in-house team.
* Responsible for leading and managing a portfolio of business change projects, from inception, delivery and providing support across the lifecycle of project delivery and benefits realisation.
* Leading the Business Transformation Team to deliver organisational change to all areas of the company to support the business objectives.
* The Business Transformation Manager will work with Departmental Heads and Senior Managers to deliver strong business outcomes through measurable change management and business transformation interventions, that have a high impact on our business

**Main Duties:**

* Developing the business transformation project plan and blueprint for identifying measurable outcomes and results
* Work as part of the Hillcrest Management Team and across all organisations and departments to create a framework for business transformation
* Establish a robust change process framework that can be rolled out across Hillcrest companies as required
* Support the Transformation team to review new and existing processes, resources and systems as appropriate
* Drive portfolio of project work forward on a day to day basis, ensuring objectives are being planned for and met, and improvements in efficiencies are evident
* Create a system to evaluate the success of changes specific to transformation needs, and present findings in an innovative and engaging way to Senior Team and Boards as appropriate
* Capture lessons learned so as to iterate and continually improve change interventions and approaches
* Ensure there is appropriate, but pragmatic, governance of activities

**Customer and Partnership Working:** The Business Transformation Manager will support Hillcrest to build on the culture of continuous and ambitious improvement, as well as ensuring efficiency is embedded in all service and operational design and delivery.

* Work alongside key corporate teams such as IT, Communication & Media, HR and Finance to ensure the right stakeholders are identified at an early stage to ensure business impacts are identified and addressed.
* Communicate strategies and objectives with relevant departments and teams, building trust, challenging current practices, influencing key stakeholders and assisting internal teams to upskill and work collaboratively.

**To attend meetings out of hours (where applicable) as required, and carry out any other reasonable duties as required by the organisation**

**Version:** 1

**Date:** February 2020

**Personal Specification – Business Transformation Manager**

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| **Attribute** | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualifications** | * Qualified to a minimum SCQF Level 9 in a relevant discipline however equivalent experience will also be considered | * Hold a Management or Professional qualification * Accreditation in a recognised project management methodology | Application Form  Certificates |
| **Experience** | * Experience of leading and delivering large business projects and programmes across organisations to enable organisation wide change * Experience of delivering change management projects on time, and within budget * Experience of working with agile practices * Experience of engagement with Senior Managers and Directors to deliver effective and efficient outcomes | * Experience of working in a public sector environment | Application Form  Interview |
| **Proven Competencies** | * Ability to display confidence and provide strategic and critical thinking to deliver business change. * Ability to demonstrate strong influencing skills to both team members and senior stakeholders * Ability to inspire confidence and motivation in others to lead and drive change * Ability to demonstrate creative and innovative thinking * Ability to demonstrate excellent written, verbal and interpersonal skills * Ability to identify key data required to underpin decision making and measuring progress | * Ability to demonstrate knowledge and understanding of relevant regulatory and legislative requirements * Ability to demonstrate knowledge and understanding of Housing, Care and Support Provision and the RSL sector | Application Form  Interview  References |
| **Role Specific Requirements** | * Highly motivated and flexible with the ability to work under pressure with changing circumstances and demands, while maintaining professionalism and productivity * Willing to work out with standard working hours * Committed to continual personal and professional development | * Hold a valid, full driving licence and have access to own car | Interview  References |



**CONDITIONS OF SERVICE**

**Hours:** Hours are 35.25 hours per week. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.

**Contract:** Permanent Post. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.

**Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the post is £47,054 – £54,494 per annum. It is policy to commence on the first point of the salary scale unless, at the Manager’s discretion, an alternative agreement is reached.

**Pension:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1st April 2019. Further details of the scheme are available from the payroll team.

Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation’s contribution is 8.5%.

**Health Plan:** Employee’s are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave:** Leave year runs from 1st January - 31st December. Annual Leave entitlement is 25 days per annum, rising to 30 days over a 5 year period. 5 days Public holidays have been included in this annual leave entitlement. Managers will commence on 30 days. A further 7 days will be paid over the Christmas and New Year shut down period. **Annual leave is calculated on a pro rata basis for part time staff and will be transferred into hours.**

**General:** Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are outwith the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions you must declare

**Offenders Act 1974:** this on your application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

**Equal Opportunities:** Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date **C.V.’s will not be considered.**