

Deputy Chief Executive Modernisation

Transformation Delivery Officer Job Description and Person Specification

June 2026

Job Description

Job Title:	Transformation Delivery Officer - Modernisation
Department:	Deputy Chief Executive
Function:	Digital, Customers and Safety
Team:	Modernisation
Post number:	
Grade:	LBR 14
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36
Base location:	Lynton House
Reports to: <i>Job title</i>	Head of Modernisation
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	<p>This is an exciting time to be working for the London Borough of Redbridge as the Council delivers an ambitious Modernisation Programme designed to transform services, improve outcomes for residents and ensure the long-term financial sustainability of the organisation.</p> <p>The Project Manager will play a key role in delivering service redesign and transformation projects across the Council. Working across all directorates, the postholder will support the redesign of services, operating models, customer journeys and business processes to improve efficiency, effectiveness and resident experience.</p> <p>The role will lead modernisation projects from concept through to implementation and benefits realisation, ensuring that projects deliver measurable improvements in service performance, customer satisfaction, productivity and financial sustainability. The postholder will work closely with Directors, Heads of Service, Business Analysts, Digital teams and service managers to identify opportunities for improvement, develop future-state operating models and implement sustainable change.</p> <p>The successful candidate will be curious, innovative and motivated by improving services for residents and staff. They will be comfortable working in complex environments, facilitating change, challenging existing ways of working and supporting the successful implementation of modern, efficient and resident-focused services.</p> <p>The main duties and responsibilities include:</p> <ul style="list-style-type: none"> • Leading modernisation and service redesign projects across the organisation. • Supporting service reviews and business improvement initiatives. • Designing and implementing future-state operating models. • Managing project governance, risks, issues and dependencies. • Delivering measurable service improvements and efficiency savings. • Supporting digital transformation and automation initiatives. • Managing stakeholder engagement and change activities. • Ensuring robust benefits realisation and outcome tracking. • Promoting innovation and continuous improvement. • Supporting the delivery of the Council's Modernisation Programme.

Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • Consultants • Suppliers • Contractor • Other local authorities • Strategic Partners
Key internal contacts: <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> • Directors, Heads of Service and operational teams • HR and Finance • Project Managers (PMO) and Business Analysts • Programme Sponsors • Digital, Data, Technology and IT teams • Customer Experience • Communications and Web teams • Elected Members (as required)
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	<ul style="list-style-type: none"> • The postholder may be responsible for managing project budgets and resources as delegated through approved business cases and governance arrangements. • Projects will include initiatives delivering financial efficiencies, productivity improvements, demand reduction and service improvements
Key areas for decision making:	<p>The post will be subject to continual change and requires the ability to manage competing priorities and plan accordingly. This involves a high degree of professional judgement and discretion. Key decisions include:</p> <ul style="list-style-type: none"> • Evaluation of service redesign opportunities. • Development of project recommendations. • Identification and management of project risks and issues. • Prioritisation of project activities and resources. • Development of implementation approaches. • Evaluation of improvement options and business cases. • Escalation of project issues and dependencies. • Recommendations to Modernisation Programme Board and senior stakeholders. • Benefits realisation planning and monitoring.
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • Hybrid working • Engagement across services and sites • Occasional evening engagement with residents (if required)

Key accountabilities and result areas:	Key elements:
Service Redesign and Transformation	This will involve: <ul style="list-style-type: none"> • Leading service redesign and modernisation projects across the organisation. • Supporting the review of services, processes and operating models. • Mapping current-state and future-state service delivery models. • Facilitating service redesign workshops and stakeholder engagement activities. • Working with Business Analysts and service representatives to develop practical recommendations. • Supporting implementation of redesigned services and operating models. • Identifying opportunities to improve customer experience and service performance. • Promoting innovative approaches to service delivery.

Business Improvement and Continuous Improvement	<p>This will involve:</p> <ul style="list-style-type: none"> • Identifying opportunities to improve efficiency, effectiveness and productivity. • Challenging existing ways of working where appropriate. • Supporting implementation of continuous improvement methodologies. • Analysing performance information and service data. • Supporting delivery of improvement recommendations. • Promoting a culture of innovation and learning. • Supporting demand reduction and prevention approaches where appropriate
Governance and Control	<p>This will involve:</p> <ul style="list-style-type: none"> • Implementing consistent governance standards across allocated projects. • Managing project risks, issues and dependencies. • Maintaining project documentation and controls. • Supporting programme assurance requirements. • Ensuring compliance with Council governance processes. • Monitoring project progress and performance. • Supporting reporting to Modernisation Programme Board and senior stakeholders. • Managing project change control processes.
Planning and Reporting	<p>This will involve:</p> <ul style="list-style-type: none"> • Developing and maintaining detailed project plans. • Monitoring delivery against milestones and objectives. • Preparing project reports and governance documentation. • Producing presentations, briefings and progress updates. • Coordinating project meetings and workshops. • Escalating risks and issues where required. • Maintaining project documentation and records.
Project Management and Delivery	<p>This will involve:</p> <p>Pre-Project</p> <ul style="list-style-type: none"> • Supporting service reviews and option appraisals. • Developing business cases and project initiation documentation. • Defining project objectives, scope and success measures. • Establishing governance arrangements and delivery plans. <p>Project Delivery</p> <ul style="list-style-type: none"> • Managing projects through the full project lifecycle. • Coordinating resources and stakeholders. • Managing risks, issues and dependencies. • Ensuring delivery of agreed outputs and outcomes. • Supporting implementation and transition activities. • Managing project closure and lessons learned activities.
Benefits Realisation	<p>This will involve:</p> <ul style="list-style-type: none"> • Developing benefits realisation plans. • Monitoring financial and non-financial benefits. • Supporting delivery of efficiency savings. • Tracking productivity improvements and service outcomes. • Monitoring delivery against business case assumptions. • Producing benefits realisation reports. • Supporting achievement of MTFS savings targets where applicable.

Digital Enablement and Innovation	<p>This will involve:</p> <ul style="list-style-type: none"> • Building effective working relationships across the organisation. • Supporting managers and staff through periods of change. • Facilitating workshops and engagement activities. • Managing stakeholder expectations and concerns. • Supporting communication and consultation activities. • Promoting understanding and adoption of new ways of working. • Acting as an ambassador for the Modernisation Programme.
To Promote and Embed a Culture of Modernisation	<p>This will involve:</p> <ul style="list-style-type: none"> • Promoting continuous improvement and innovation. • Supporting collaborative working across services. • Sharing good practice and lessons learned. • Encouraging new approaches to service delivery. • Supporting development of a modern, efficient and resident-focused organisation.
General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council’s commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Council’s databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Council’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Transformation Delivery Officer - Modernisation		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<ul style="list-style-type: none"> Degree or equivalent experience in Project Management field 	A	3
	<ul style="list-style-type: none"> A proven experience leading complex transformation, modernisation or service redesign projects, with a proven track record of delivering financial efficiencies, savings, service improvements and sustainable organisation change within a fast-paced and politically sensitive environment 	A	3
	<ul style="list-style-type: none"> Programme Management qualification (MSP, PRINCE2 Practitioner, APM PMQ or equivalent) 	A	3

Minimum experience/ knowledge/ skills:	<ul style="list-style-type: none"> • Experience of delivering transformation or change projects. • Experience of service redesign or business improvement initiatives. • Experience of stakeholder engagement and workshop facilitation. • Experience of developing business cases and implementation plans. • Experience of working within structured project management methodologies. • Experience of managing risks, issues and dependencies. • Experience of monitoring benefits and project outcomes. • Experience of preparing reports and presenting information to senior stakeholders. • Knowledge of project management methodologies and techniques. • Knowledge of service improvement approaches. • Knowledge of change management principles. • Knowledge of governance and assurance processes. • Understanding of benefits realisation methodologies. • Experience within local government. • Experience of customer journey mapping and service design. • Experience of operating model redesign. • Experience of digital transformation projects. • Experience of continuous improvement methodologies. • Experience of delivering efficiency and savings programmes. 	A,I A,I A,I A,I A,I A,I A,I A,I A, I A, I A, I A, I A, I A, I A, I A, I A, I A, I	3 3 3 3 3 3 3 3 3 3 3 3 2 2 2 2 2
Minimum competencies:			
Communicating and influencing	<ul style="list-style-type: none"> • Ability to influence senior stakeholders. • Excellent communication and presentation skills. • Strong negotiation and relationship management capability. 	I I	3 3
Building relationships, working together and in partnership	<ul style="list-style-type: none"> • Builds strong, effective relationships across services, and partner organisations • Works collaboratively to co-design solutions and achieve shared outcomes 	I I	3 3
Respecting & implementing diversity	<ul style="list-style-type: none"> • Demonstrates commitment to inclusive, accessible and user-centred service design • Ensures digital solutions consider the needs of all users, including those with additional accessibility requirements 	I I	3 3
Planning, organising & achieving results	<ul style="list-style-type: none"> • Able to manage multiple priorities, delivering innovation initiatives from concept to implementation • Focuses on achieving measurable outcomes and benefits 	I I	3 3
Embracing change	<ul style="list-style-type: none"> • Proactively identifies opportunities for improvement and innovation • Supports and promotes a culture of continuous improvement and digital transformation 	I I	3 3

<p><i>For those with managerial responsibility</i> Leadership</p>	<p>Not a line management role. Expected to provide leadership through facilitation, coaching and influencing in multidisciplinary teams, and to role-model user-centred, evidence-based decision making.</p>		
<p>Managing and developing people</p>			
<p>Special conditions:</p>	<p>Hybrid working with regular attendance at Lynton House and other council sites as required. Occasional evening engagement with residents and stakeholders (where required). Ability to travel between council sites when needed.</p>		