

Job Description

JOB TITLE:	Head of Corporate Transformation
GRADE:	P
POST NUMBER:	
DIRECTORATE:	Chief Executive
SERVICE:	Corporate Change and Improvement
RESPONSIBLE TO :	Strategic Director for Change and Improvement
RESPONSIBLE FOR:	Transformation Portfolio Manager x 4 MTFS and Transformation Manager
	<p>DBS check required? – No</p> <p>Is the post politically restricted? – No</p> <p>Is a Travel Allowance Payable? – No</p> <p>Does this post attract an Essential Car User Allowance? – No</p>
JOB SUMMARY:	<p>The role will lead and embed a culture of innovation, continuous improvement, and customer focus across the Council.</p> <p>This senior leadership role is responsible for designing and delivering the council's transformation programme — improving services, driving efficiency, and ensuring better outcomes for our residents.</p> <p>This role will work with elected members, senior officers, and partners to challenge the status quo and drive meaningful change.</p> <p>The role will also have transformation and improvement responsibilities for the Resource Directorate</p>

ROLE REQUIREMENTS:	
1.	Lead the design and implementation of a council-wide transformation strategy aligned with political and corporate priorities.
2.	Lead and oversee a portfolio of strategic transformation programmes across the Council
3.	Ensure alignment between transformation activity and 'one organisation' approach to corporate change priorities through matrix management of transformation and change resource capacity, working with Directorate based Leads.
4.	Lead development, implementation and maintenance of robust corporate transformation and change governance to ensure a single corporate view of change and line of sight to provide Government the assurance required in the Ministerial Directions
5.	Corporately owns the change management standards and methodology, leading the Corporate Transformation and Improvement Team as a Centre of Excellence. This role requires creativity and innovation to develop effective strategies, with decisions significantly impacting the organisation's ability to adapt, improve processes, and achieve strategic objectives.
6.	Embed continuous improvement methodologies (e.g. Lean, Systems Thinking, Agile) to enhance service design and delivery.
7.	Lead reviews that identify inefficiencies, improve customer journeys, and reduce duplication. This role involves working closely with Corporate Directors and Directors within all departments of the council to identify and implement transformation activities.
8.	Foster innovation by piloting new ways of working and adopting digital-first approaches. This role involves leading the development and implementation of innovative strategies, ensuring alignment with organisational goals. Responsibilities include setting clear objectives and monitoring progress. Collaboration with other teams and services across the council and external organisations is essential to leverage diverse expertise, share resources, and achieve common goals.
9.	Act as a trusted advisor to the Corporate Leadership Team and Cabinet, presenting evidence-based recommendations

	and progress reports.
10.	Work collaboratively with staff, trade unions, residents, and community groups to co-produce transformation initiatives.
11.	Lead a culture of open communication, feedback, and engagement to drive buy-in and behavioural change.
12.	Use data and insight to monitor transformation outcomes, support decision-making, and identify future opportunities.
13.	Ensure alignment between transformation activity and key corporate performance indicators.
14.	Champion a culture of evidence-based decision-making and benefit realisation tracking.
15.	Lead programme and project management functions, ensuring disciplined governance and risk management.
16.	Provide direction and oversight for transformation project teams, ensuring delivery on time and within budget.
17.	Build transformation capability across the council through training, coaching, and best practice sharing.
CORPORATE RESPONSIBILITIES	
18.	Actively contribute to the council's priorities and outcomes in a way that promotes a 'one organisation' approach.
19.	Develop and maintain positive relationships with colleagues, stakeholders and communities to ensure the council and the directorate strategic priorities are effectively implemented.
20.	Promote equality among all staff and ensure that services are delivered in a non-discriminatory way, that is inclusive of all disadvantaged groups.
21.	Support organisational change and learning, following and implementing appropriate systems of self-development, communication and engagement, quality measures, monitoring and review in delivering the functions of the role.
22.	Promote sustainability, including encouraging a culture of innovation and accountability amongst all council staff.
23.	Health and safety responsibilities include: <ul style="list-style-type: none"> ▪ arranging, where necessary, additional health and safety guidance and procedures to cover specific work activities, in addition to corporate arrangements

	<ul style="list-style-type: none"> ▪ holding staff accountable ▪ ensuring risk assessments are carried out, reviewed and shared with all appropriate staff ▪ ensuring staff receive adequate information, instruction, training and supervision ▪ cooperate with trade union/safety representatives and attend relevant meetings. ▪ being familiar with health and safety policies and procedures ▪ setting a positive example ▪ communicate health and safety policies and procedures to staff ▪ carry out, review and share risk assessments
24.	Deputise for Strategic Director as appropriate.
PEOPLE	
25.	Work collaboratively with the council's partners and stakeholders to inform decisions, ensuring that this supports the delivery.
26.	Establish clarity around expected outcomes and standards, providing clear lines of accountability and delegated authority.
27.	Encourage and promote a culture of learning and workforce planning that enables staff to realise their potential, manage their careers and therefore improve outcomes for Tower Hamlets' residents.
FINANCE	
28.	Effectively manage budgets and income delivery targets ensuring that resources are deployed in line with agreed priorities. Ensure that opportunities for efficiencies are systematically explored and developed and drive down spend where appropriate.
SERVICE	
29.	To carry out all duties in line with the Council's Standing Orders, Financial and Procurement Regulations and Constitution.
30.	To play an active role individually and as part of the team in identifying and implementing improvements to the quality and efficiency.
PERFORMANCE	
31.	To meet relevant performance targets in the council's strategic plan and service plans. These will be agreed with

	the postholder as part of the My Annual Review process.
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OTHER CONDITIONS:

To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's 'My Annual Review' scheme.

To engage and develop all staff in the team to ensure they have clear personal development plans.

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation.

To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

Person Specification

Person Specification for the Post of Head of Corporate Transformation and Improvement		Essential (E) or Desirable (D) (if applicable)	Method of Assessment A= Application Form T= Test I= Interview
Knowledge	<p>In-depth understanding of local government operations, pressures, and statutory responsibilities</p> <p>Knowledge of change management approaches (e.g., Prosci, Kotter, ADKAR)</p> <p>Familiarity with improvement methodologies (Lean, Six Sigma, Agile, Design Thinking)</p>	<p>E</p> <p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p>
Qualifications & Experience	<p>Proven track record of leading large-scale organisational change or transformation within complex, multi-stakeholder environments (preferably public sector or local government)</p> <p>Strong background in service redesign, customer experience improvement, and/or process optimisation</p> <p>Experience managing high-performing, multidisciplinary teams</p> <p>Demonstrable ability to influence and work</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p>

	<p>collaboratively with senior leadership and political stakeholders Experience in digital transformation and technology-enabled service redesign</p> <p>Excellent communication, facilitation, and presentation skills</p> <p>Ability to use data, performance metrics, and user insight to shape transformation</p> <p>Relevant qualification in programme/project/change management (e.g., PRINCE2, MSP, AgilePM, Change Management Certification)</p> <p>Understanding of equality, diversity, and inclusion principles in service transformation</p>	<p>D</p> <p>E</p> <p>D</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p> <p>A/T/I</p>
Living the TOWER Values sets out the essential behaviours required of all staff.		They are aligned to the organisation's five TOWER Values	
We work TOGETHER across boundaries and with partners to achieve the best outcomes for Tower Hamlets	<p>Build effective alliances with a wide-range of stakeholders and partners to achieve better outcomes.</p> <p>Keep abreast of changes in the external environment which impact on delivery and I seek collaborative solutions to achieve the best outcomes</p>	<p>E</p> <p>E</p>	<p>A/T/I</p> <p>A/T/I</p>
We are OPEN and transparent	Connect the 'bigger picture' to audiences own values, goals and ideas.	E	A/T/I

	Role model and champion a coaching culture across the council and with partners.	E	A/T/I
We are WILLING to challenge, innovate and be accountable	Take accountability for leading the organisation in being ambitious and delivering high standards.	E	A/T/I
	Ensure progress is measured, reviewed and evaluated to deliver the organisational outcomes required.	E	A/T/I
We empower each other to be EXCELLENT and go the extra mile	Delegate decision-making where appropriate, whilst supporting and managing organisational risk.	E	A/T/I
	Actively champion successes and 'good news', across the organisation and externally, to inspire and excite others.	E	A/T/I
We RESPECT all communities; they are the heart of everything we do	Initiates new programmes and makes changes to improve the customer experience and access.	E	A/T/I
	Seek ways to harness the opportunities presented by the diverse workforce and community.	E	A/T/I
Additional Requirements	To meet exceptional business needs a willingness to work outside of contractual hours in the evenings and weekends with notice, unless there is good reason where this is not possible.		