

JOB DESCRIPTION

Job Title	Transformation Business Partner		
Service	Strategy, Performance and Communication		
Reporting to			
Grade	7		
Evaluation ref:	RP288	Job Family ref:	
Role Purpose			
<p>The Transformation Business Partner (TBP) exists to drive and enable strategic change across Somerset Council. As Somerset Council embarks on an ambitious transformation journey to become a more effective, efficient, and financially sustainable authority, the TBP bridges the gap between the Council's strategic vision and operational delivery. This role ensures that transformation initiatives are conceived, planned, and executed to deliver real improvements for both the council and the community.</p> <p>The TBP's core purpose is to align transformation efforts with the Council's priorities and statutory requirements, championing initiatives that improve services and efficiency while helping to close budget gaps and protect frontline delivery. The TBP is outcome-focused, ensuring that transformation delivers meaningful public value—whether that's faster service delivery for residents, empowering tools for staff, or policy changes that lead to better community outcomes. Acting as a catalyst for change, the TBP inspires and guides teams across the council, providing expert advice and driving a culture of continuous improvement.</p>			
Accountabilities			
<p>Be a Trusted Transformation Partner to Council Leadership</p> <p>Act as a strategic advisor and visible champion for change, building trust and credibility with senior leaders to guide transformation efforts.</p> <ul style="list-style-type: none"> • Advisory and Influencing Role: Provide expert guidance on change management and influence decision-making at the highest levels. • Stakeholder Engagement and Change Advocacy: Champion the transformation agenda and lead communication efforts to ensure buy-in. • Coaching and Capability Building: Support leadership and teams through mentoring and training to build transformation capability. <p>Foster Collaborative Relationships Across the Whole Council.</p> <p>Cultivate strong partnerships across departments, services, and communities to ensure inclusive engagement and shared ownership of transformation.</p> <ul style="list-style-type: none"> • Building Collaborative Relationships: Break down silos and promote coordinated efforts across internal and external stakeholders. • Engage Service Users and the Community: Ensure transformation is shaped by and responsive to the needs of service users and the wider community. 			

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Align Transformation with Council Strategy and Corporate Priorities

Ensure all transformation initiatives are integrated and aligned with the Council's Target Operating Model (TOM), strategic goals, and corporate plan.

- **Strategic Transformation Planning:** Lead the development of transformation plans and roadmaps that align with council priorities and budget cycles.
- **Roadmap Development and Financial Alignment:** Integrate financial planning with strategic transformation goals to ensure sustainability.
- **Continuous Improvement:** Embed a culture of innovation and best practice across the organisation.

Shape and Support Whole Council Transformation

Lead and contribute to the design, mobilisation, and delivery of transformation programmes as part of a multidisciplinary approach and through the work of the Transformation Management Office to ensure strategic coherence, operational rigour, and sustained impact.

- **Programme Leadership and Delivery Oversight:** Provide strategic oversight of major transformation programmes, ensuring they are well-led, effectively resourced, and deliver agreed objectives and benefits.
- **Governance and Risk Management:** Establish and maintain robust governance frameworks that enable clear decision-making, accountability, and proactive risk and issue management across transformation activity.
- **Performance Monitoring:** Track and report progress against agreed milestones and KPIs, ensuring transparency, continuous learning, and timely course correction where needed.

Drive Integrated Planning and Delivery

Ensure transformation efforts are well-coordinated, financially sound, and effectively managed across the council.

- **Financial Stewardship and Benefits Realisation:** Maintain oversight of transformation impact and ensure benefits are realised.
- **Oversee Effective Programme and Project Management:** Ensure delivery capability is structured, timely, and aligned with strategic outcomes.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Deep understanding of transformation methodologies, change management, and public sector operations. Familiarity with council policies, statutory requirements, and financial management.	X	

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Awareness of emerging trends in public sector transformation, digital innovation, and cross-sector partnership working.		X
Experience		
Proven track record in leading transformation or change programmes in a complex organisation, preferably within the public sector. Experience in managing budgets, working with senior stakeholders, and delivering measurable outcomes.	X	
Experience working in a unitary authority or similar large-scale transformation environment. Exposure to multi-agency or partnership projects.		X
Qualifications / Registrations / Certifications		
Degree-level education or equivalent experience. Relevant professional qualifications in project or programme management (e.g., PRINCE2, MSP) are essential	X	
Additional specialist training or qualifications in change management, leadership, or digital transformation.		X
Skills		
Strong leadership, communication, and stakeholder engagement skills. Ability to influence at senior levels, manage complex programmes, and drive continuous improvement. Analytical thinking, problem-solving, and digital literacy.	X	
Advanced data analysis, facilitation, and coaching skills. Familiarity with agile methodologies and digital transformation tools.		X
Working Conditions		
Dimensions of the role		
<p>Budgetary Responsibility: Holds substantial responsibility for transformation programme budgets, often up to £10 million, ensuring value for money and alignment with council priorities.</p> <p>Staff Management: Provides strategic direction and oversight for project and programme managers across the council's transformation portfolio, leading cross-functional working groups and taskforces.</p>		

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Scope of Influence: Organisation-wide remit, working across all directorates (~4,000–5,000 employees) and overseeing a broad portfolio of projects and initiatives.

Geographical/Community Impact: Impacts all communities in Somerset (population ~560,000), with changes affecting service delivery county-wide.

Decision-Making Authority: Senior management level (Grade 7), with significant autonomy in planning and driving transformation, including project prioritisation and resource allocation.

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Strategy, Performance & Communication Services teams.
- Lead Strategy, Performance & Communication teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Strategy, Performance & Communication service teams.
- Ensure that Strategy, Performance & Communication services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Strategy, Performance & Communication service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.

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- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 13/11/2025