

Job description

Job title:	Transformation Delivery Lead
Grade:	Grade 15
Job evaluation reference:	BA6093
Job family:	Business, Policy & Administration

Purpose and impact

The Delivery Lead is a pivotal leadership role within Dorset Council, responsible for coordinating and driving transformation, change, and digital initiatives across the organisation. Reporting to the Head of Transformation, this role ensures the delivery of significant programmes of change, aligning with the council's strategic priorities and new target operating model. The postholder will lead multi-disciplinary teams to implement improvements that benefit residents and communities, leveraging expertise in public sector transformational change to shape the transformation agenda and translate strategies into compelling business cases for sustainable and cost-efficient change.

As the organisational lead for delivery, the Delivery Lead will oversee the planning, execution, and reporting of transformational programmes, ensuring projects are completed on time, within scope, and within budget. This role requires a highly skilled leader capable of negotiating and influencing at a senior level, prioritising resources, and developing a high-performing team. The transformation office will operate dynamically and agilely, with multi-skilled teams that experiment, innovate, and implement both incremental and large-scale changes.

The postholder will foster strong relationships with internal and external stakeholders, ensuring effective engagement and collaboration to drive major change through disciplined programme management, digital design, innovation, and organisational development. The role involves significant influence over the council's strategic direction, advising on transformation, design, and change, and translating the future operating model into actionable plans.

The Delivery Lead will also play a crucial role in fostering engagement across the council, ensuring timely and high-quality decision-making supported by digital tools and data analytics. By participating in national forums and contributing to public sector innovation, the postholder will position Dorset Council at the forefront of local, regional, and national networks. This role is essential in driving entrepreneurial and innovative ways of working to deliver excellent, inclusive services that enhance opportunities for all children, families, communities, residents, partners, and businesses in Dorset.

Key responsibilities

1. Work in key leadership role, supporting the council's Corporate Director for Transformation, Customer and Cultural Services and Head of Transformation and Design as required.
2. Leadership of teams within a centre of excellence for change management and P3M to drive effective change initiatives and ensure best practices are upheld and improved.
3. Embed use of digital tools and data analytics to support decision-making and enhance service delivery.
4. Participate in national forums to learn from others and contribute to public sector innovation.



5. Serve as a contributor and member (deputise for Head of Transformation & Design) to the Transformation Board, Design Authority, and Technical Design Authority to advise on strategic direction and transformation initiatives.
6. Be responsible for the overall planning, co-ordination and control of, and to take the lead role in, the delivery of major change project(s) that deliver significant contributions to meeting high priority corporate objectives.
7. To lead, through projects, in challenging existing practice and developing new and improved policies, business processes and working practices, and to take a proactive role in preparing the business for any changes resulting from their deployment.
8. Play a key role in the design, commissioning and adoption of change and associated benefits within the organisation. With strong relationships and understanding of directorate specific challenges and the organisational strategic ambitions to identify, influence and shape the transformation agenda.
9. Use professional expertise and experience of the consultancy cycle to translate functional strategies, goals, and plans into compelling business cases for sustainable and cost-efficient products and change.
10. Lead the planning, execution and delivery of transformation programmes, ensuring projects are completed on time, within scope and within budget. With an ability to see the big picture and understand the finer points of planning, analytics, data, and process.
11. Engage with a range of internal and external partners and stakeholders in an ever-shifting business environment.
12. Engage with all key internal stakeholders to ensure that effective relationships are developed and sustained throughout the project to ensure that project stakeholders appropriately participate in the delivery of the project.
13. Work closely with designated directorates to provide guidance, advice, and input into the strategic planning process to commission a pipeline of change initiatives aligned to priorities and oversee the delivery of change and associated outcomes and benefits.
14. Active role in Directorate leadership team and Transformation leadership team, working collaboratively across the system to achieve outcomes from a one council ethos.
15. Lead and support transformation workstreams including the development of engagement plans, managing critical paths and interdependencies between workstreams that are implementing change across both major programmes and more agile innovations.
16. To lead, direct and motivate cross-directorate and cross-disciplinary project teams, taking management responsibility for their project work.
17. Serve as a contributor and member when deputising for the Head of Transformation & Design to the Transformation Board, Design Authority and Technical Design Authority to advise on strategic direction and transformation initiatives.
18. To manage the relationship with any appointed implementation partners and third-party suppliers, working closely with the partners or suppliers project manager(s) to ensure successful project delivery.
19. Enable directorates to understand the impact of their portfolio of change initiatives through oversight of transformation pipeline, change load and benefit realisation.
20. Provide leadership, strategic direction, planning and execution of change and transformation projects.
21. Produce written reports that contain evidence-based recommendations to resolve complex programme and project issues. Presenting these reports to relevant transformation governance forums and to elected members.
22. Provide professional advice and support to directors, heads of service and elected members during projects and otherwise as appropriate to ensure that they are able to make an effective contribution to the project outcomes.



23. Use proven change expertise and change management tools to design and develop change management planning and approaches for the council's transformation and change initiatives.
24. Review planned change management activities across transformation, advising on their likely effectiveness recommending alternative approaches where appropriate.
25. Ensure that the change management plans are effective and fully embedded into overarching delivery plans.
26. Develop team members in the Transformation Management Office, supporting skills development with defined learning objectives and goals.
27. To deputise the Head of Transformation & Design as required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Head of Transformation and Design

Responsibility for: Matrix and direct line management of project managers; project support; service or content designers; user adoption officers; business analysts and business architects

In addition to your key responsibilities, as a people manager you will also:

- Lead and manage team dynamics and performance by setting clear expectations, providing regular feedback, and ensuring high-quality delivery through effective quality assurance practices.
- Create an inclusive and supportive team environment that ensures continuous learning, professional development and good wellbeing, aligning to the council plan priorities, people and culture strategy, and responsibilities set out within our people management policies and requirements.
- Lead and champion opportunities for service improvement, innovation and change by taking accountability for its successful implementation, ensuring team members are engaged, motivated, and supported throughout transitions, whilst role modelling new ways of thinking and working.

Other factors

28. Responsibility for project budgets, as directed, and for authorising payments in accordance with programme board direction and project tolerances.
29. Responsible for resources to fulfil the job purpose, which may include fixed and variable assets including ICT equipment.
30. Expected to liaise with contractors and external suppliers (where used) including supplier visits and visits to other sites.
31. Conflicting demands and deadlines are a regular feature of the post, including managing demands made on subordinate staff and managing conflicts and dependencies that impact of the successful delivery of major change projects.
32. The post will require the holder to work occasionally in challenging situations where robust debate occurs and, may involve attending evening meetings.
33. Office based post with significant travelling required to attend meetings and sites, locally and nationally. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel



requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. Honours Degree level qualification or equivalent experience	Application form
2. Relevant professional qualification or equivalent	Application form
Experience	
3. Proven experience in a similar role, with a track record of successfully delivering complex transformation projects	Application form
4. Proven experience of leading and managing others, including performance management	Application form
5. Proven experience engaging with senior leadership and both internal and external stakeholders to drive strategic initiatives	Application form
6. Proven experience of benefits realisation, financial management, procurement and quality assurance	Application form
7. Proven experience of delivering complex transformation programmes in a large organisation	Application form
8. Previous experience of working in a large organisation or local authority	Application form
Knowledge	
9. In-depth knowledge of project management standards, methodologies and best practice	Application form Interview Assessment
10. Detailed knowledge of IT systems and their application within a large organisation	Application form Interview Assessment
Skills and abilities	
11. Ability to lead, manage, motivate and co-ordinate the workload of a team or teams	Interview Assessment
12. Ability to build and sustain good working relationships with people at all levels both internal and external key stakeholders	Interview Assessment
13. Ability to negotiate and present complex arguments both orally and in writing	Interview Assessment
14. Proven ability of delivering transformation programmes and projects on time, in-scope and within budget	Interview Assessment
15. Proven budget management and financial management skills	Interview Assessment
16. Proven project management, business analysis and change management skills	Interview Assessment
17. Ability to apply confidentiality to all information handled	Interview Assessment



Our values	
18. Respect	Interview Assessment
19. Together	Interview Assessment
20. Accountability	Interview Assessment
21. Openness	Interview Assessment
22. Curiosity	Interview Assessment
Other	
23. Ability to fulfil the travel requirements of the post	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
24. Project Management Certification such as Prince2	Application form
25. ECDL or equivalent IT qualification	Application form
Knowledge	
26. Knowledge of Business Excellence Model, as described by the European Foundation for Quality Management (EFQM)	Application form Interview Assessment

Job description Approval

Title	Date
Corporate Director for Transformation, Customer and Cultural Services	July 2025

