

# Transformation Project Officer

Responsible for supporting  
MVDC's Transformation Programme

**Job Title** Transformation Project Officer  
**Department** Transformation & Partnerships  
**Salary Grade** M2 to M3 (dependent on knowledge experience and qualifications)  
**Salary Range** £38,692 - £47,100  
**Hybrid (Dorking and working from home)**  
**Reports to Transformation Programme Manager**

## Post Objective

- Support the Executive Head of Service (Transformation & Partnerships) and Transformation Programme Manager as they define the case for change, key programme objectives, prioritised content and delivery plans. These will be *digital by default*, focused on *best practice services*, and create a *continuous improvement culture* that provides long-term benefits for Mole Valley residents, businesses and visitors.
- Working with project officers across enabler functions and service departments to support roll out a programme of initiatives that include *transformational* elements (notably digital enhancements to key systems such as integration, automation and resilience) as well as *continuous improvement* led work (notably end-to-end service improvements focused on process improvement, change capability and customer engagement).

## Main Duties (M2 Level)

1. To ensure the effective management of change projects and programme co-ordination and monitoring arrangements, including the development and implementation of the administrative function and governance.
2. To implement the Transformation Programme's monitoring of benefits mapping and realisation, including performance indicators and the progress being made to achieve outcomes to 2026.

3. To oversee and co-ordinate the Transformation Programme's risk and issue management arrangements, contributing towards a risk management culture of the organisation.
  4. To provide support to managers implementing projects, and to assist in the monitoring and reporting on the performance and progress of those projects.
  5. To use data and insight effectively and appropriately to support business managers to define as-is positions and to inform the performance and outcomes required in a new operating model/service transformation.
  6. To implement and further develop the Council's approach to embedding a Continuous Improvement Culture, role modelling skills and behaviours that promote effective organisational change.
  7. To keep abreast of organisational and wider challenges and initiatives, and to prepare and present reports and briefing papers to the Transformation Board on potential opportunities and threats to the Transformation Programme as required.
  8. To support the Transformation Programme Manager in the development and effective delivery of:
    - a. the Council's Transformation Strategy and Programme
    - b. the link to four pillar sub-strategies (Digital, Customer Engagement, Service Transformation, People)
    - c. Risk Management policies and processes
    - d. Change Governance policies and processes
    - e. the Council's approach to Equalities and Diversity through change
    - f. Supporting Strategy Colleagues to develop and role model the Council's Project Management Approach
- Responsible for an approved set of corporate outcomes and design principles.
  - Building good working relationships and networks across MVDC to effectively support transformation and change programmes.
  - To be aware of the council's policy on risk management and to escalate any new, emerging or potential risks to the post holder's line manager.
  - Carry out such duties as may be required by your manager as appropriate to the post
  - To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the council's data protection policies.
  - Health and safety – to work in accordance with the council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

## Main Duties (M3 Level)

To further develop the Transformation Programme's monitoring of benefits mapping and realisation to achieve outcomes to 2026.

To manage the Transformation Programme's risk and issue management arrangements, championing a risk management culture throughout the organisation.

To provide robust advice to managers to support the effective implementation of projects, and monitoring and reporting on the performance and progress of those projects.

To use professional insight and experience to enhance the performance and outcomes required in a new operating model/service transformation.

## Person Specification (M2 level)

### Essential Experience and Knowledge

- Experience of working in organisational change programme or project management setting, which can be demonstrated through a recent project or piece of work. This could be at a junior level providing secretariat support, data analysis, risk management or continuous improvement.
- Good knowledge and confidence in using MS Office software such as Word, Excel, PowerPoint and Teams.
- Experience of building effective relationships with colleagues across MVDC and externally, including experience of customer engagement.

### Desirable Experience and Knowledge

- Knowledge of wider range of organisational change disciplines (e.g. LEAN, Six Sigma, Business Change, Organisational Design & Development).
- Digital and Data experience

### Education and Qualifications

- A Level, level 3 apprenticeship or equivalent level of qualification in a relevant discipline.
- Development, including apprenticeship qualifications can be offered with potential to gain PPM and/or change qualifications and experience to enable promotion into further project management roles.

## Skills

- Excellent Communication skills (written and verbal)
- Strong technical skills (software)
- Data savvy (data gathering, analysis and visualisation)

## Special Aptitudes

- Ability to see the big picture and to make links across departments
- Organised and delivery focused – able to manage documents and reports in a structured way
- Change confident – flexible and comfortable working quickly to changing needs
- Persuasive and inspiring – building strong relationships with delivery partners

## Job Requirements

- Must be able to work in our Dorking office 2-3 days per week
- Requirement to travel throughout the MVDC area

# Person Specification (M3 level)

## Essential Experience and Knowledge

- Substantial experience of working in organisational change and/or programme and project management, which can be demonstrated through a recent project or piece of work. This should include administrative, data analysis, risk management.
- Knowledge and experience of working using organisational change disciplines (e.g. LEAN, Six Sigma, Business Change, Organisational Design & Development).
- Confident in using MS Office software such as Word, Excel, PowerPoint and Teams.
- Experience of building effective relationships with colleagues across MVDC and externally, including experience of customer engagement.
- Digital and Data (insight, analysis, visualisation) experience

## Education and Qualifications

- PPM and/or change qualification equivalent to degree level

## Skills

- PPM and Continuous Improvement
- Excellent Communication skills (written and verbal)
- Strong technical skills (software)
- Data savvy (data gathering, analysis and visualisation)