## Digital Transformation Manager

## **Job description and person specification**

Devon and Somerset Fire and Rescue Service

# Job de**scription**

## Job title: Digital Transformation Manager

**Grade:** Grade 8

**Department:** DDaT

**Reports to:** Business Relationship Manager

**Line manager responsibilities:** Direct management of 4 employees.

**Updated:** November 2024.

Main purpose of job:To coordinate digital transformation utilising project management skills, expertise and personal qualities, defined digital priorities, taking full responsibility for transformation deliverables and their associated compliance to time, quality and cost. Other priorities will include managing and helping to identify the project’s contribution to digital transformation benefits and identifying and managing resources across the Service the service to ensure successful delivery.

The successful candidate will also support the Business Relationship Manager in developing the team by sharing knowledge and experience with colleagues.

The Transformation Manager will work with a variety of stakeholders to implement new digital strategies, processes and technologies that will positively impact the Service.

Main responsibilities and duties:

* To facilitate and coordinate digital transformation changes within the Service, managing internal requests for change, consulting with key stakeholders and delivering within agreed timescales.
* To support the Business Relationship Manager/or as otherwise appropriate with strategic developments and tactical deployment in relation to the transformation project(s).
* To influence and guide the Digital Programme Board in determination of measurable objectives to be achieved by the project, including vision of outcome of the project and also the impact on services, sections involved and ensure these are compatible with the overall corporate objectives of and/or relevant Directorates.
* To plan and manage the implementation of the designated specific Digital Transformation Projects and maintain the relationship with the business owners to deliver the project in accordance with the agreed milestones. Identify and recommend the DDaT resources (£’s people and facilities) necessary to achieve this specification and ensure controlled management of progress towards the achievement of the objectives.
* To establish an appropriate DDaT project team, ensure that the skills available are continuously monitored to meet the planned stages of the project and/or supplemented by additional resources.
* To work with stakeholders on the implementation of new digital strategies, processes and technologies to ensure Service transformation.
* To develop, utilise and maintain comprehensive project documentation using recognised project methodology and DSFRS applications (e.g. SharePoint).
* To manage reporting requirements through appropriate applications. Where other funding is received by the project, manage reporting requirements to the extent required to ensure continued funding.
* To manage, direct and motivate the internal DDaT project resources, maintain a good overview of each project activity, identifying, raising and resolving issues encountered in order to ensure the effective delivery of Transformation.
* To lead the digital transformation function of the Service, setting clear objectives and workloads.
* To be responsible for producing and delivery of communications to stakeholders, in liaison with the Corporate Communications section, to ensure that Devon and Somerset employees and stakeholders at all levels are informed about the scope, impact and progress of the projects.
* To provide professional advice, progress reports and position statements as required by the Business Relationship Manager and, as appropriate/directed, to the Executive Board/Service Leadership Team.
* To identify and manage the risks and issues associated with the overall programme and defined activities, ensuring that these are escalated to the Business Relationship Manager and, as appropriate, to external agencies.
* To manage mitigation actions, where appropriate on behalf of the project.
* To ensure that current business as usual arrangements are maintained until the transition to the new way of working and that contingency arrangements remain in place.
* To liaise with national and regional DDaT teams including attendance at meetings and responding to documentation. Ensuring that political factors are managed within the organisation.
* To ensure that solutions proposed by the Service meet the requirements and expectations of Devon and Somerset Fire and Rescue Authority.
* To ensure that dependencies with other projects and the other programmes are identified, assessed for impact and clear responsibilities are defined.
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* To ensure that dependencies with other projects and the other programmes are identified, assessed for impact and clear responsibilities are defined.
* To ensure that the project does not jeopardise the Service’s ability to meet its statutory obligations.
* To provide mentoring support and guidance through the Personal Performance & Development (PPD) Review process for those personnel identified in the policy document and ensure all staff receive appropriate training and development to enable them to carry out their role effectively and efficiently.
* To personally participate in the Personnel Performance & Development (PPD) Review process to identify personal training and development needs and to attend training events as directed.
* To maintain security and confidentiality of information, whether computer based or otherwise in line with legislation, i.e. General Data Protection Regulation (GDPR) and all DSFRS’s related policies.
* To maintain professional knowledge by networking, attending training courses benchmarking performance against other Fire Services and reviewing professional publications.
* To actively promote the Service’s Core Values and comply with Equality, Diversity and Inclusion and all Service policies.
* To perform tasks in a safe manner in accordance with Health and Safety policies and legislation.

# Service values

* We are proud to help
* We are honest
* We are respectful
* We are working together

Please follow this link to the Service Core Values [Behavioural Framework](http://www.dsfire.gov.uk/WorkingForUs/ACareerwithDSFRS/CoreValues.cfm?SiteCategoryId=13&T1ID=44&T2ID=372)

Signed acceptance of the core values of the Service and agreement that the job description is a fair and accurate statement of the requirements of the job:-  
  
Job holder: Date:

Job holder’s manager: Date:

Designated senior manager (if applicable) Date:

# Person specification

Grade: 8

Job title: Digital Transformation Manager

## Key competencies

## Proven ability to manage complex projects

## Essential and measured by application, test, and interview

## Excellent working knowledge of project management methodologies e.g. Prince 2

Essential and measured by application, test, and interview

**Proven experience in managing digital transformation**

Essential and measured by application, test, and interview

### Excellent written skills with proven ability to produce complex reports to a range of stakeholders in a straightforward manner.

### Essential and measured by application, test, and interview

**Excellent level of verbal communication/presentation skills; including proven ability to influence/change stakeholders views.**

Essential and measured by application, test, and interview

**Good level of computer literacy to include MS Software packages (Outlook, Word, Excel, and PowerPoint, Project)** **and other project management related software.**

### Essential and measured by application, test, and interview.

**Excellent numerical and analytical skills**

Essential and measured by application, test, and interview.

**Proven ability to motivate others particularly in complex partnerships where there may be varying levels of motivation and support**

Essential and measured by application and interview.

**Proven ability to effectively lead and manage a successful team.**

Essential and measured by application and interview.

**Practical application of Change Management principles and practices**

Desirable and measured by application.

**Practical experience of Business Process Management**

Desirable and measured by application.

## Work experience

**Proven experience of working through complex problems to a satisfactory conclusion.**

Essential and measured by application, test and interview

**Proven experience of working in a change management project**

Essential and measured by application, and interview

**Experience of risk assessment and management within a project environment.**

Desirable and measured by application and interview

**Experience of working in complex partnerships and with a range of stakeholders who may have competing needs.**

Desirable and measured by application, test, and interview

**Experience of managing complex budgets with varied reporting requirements, and experience of working within a complex programme of projects where complex dependencies must be managed.**

Essential and measured by application, test, and interview.

**Significant exposure to projects where new technology or operating models have been implemented.**

Essential and measured by application, and interview.

**Experience of managing work streams to produce detailed requirements and specifications.**

Essential and measured by application, and interview.

**Good working knowledge of data protection and legislation.**

Essential and measured by application, and interview

**Good understanding of equality, diversity and inclusion in the workplace.**

Essential and measured by application, and interview.

**Good working knowledge of procurement and contract management.**

Essential and measured by application, and interview.

**First hand experience of:**

* **Working with Business Analysts to support in undertaking business analysis to identify a range of user requirements.**
* **Converting user requirements into requirement specifications suitable for use in competitive procurement process.**
* **Tender evaluation leading to contract award.**
* **Managing Customer/Supplier relationship during a project’s delivery stage.**
* **Managing transition from project delivery into operation use.**

Essential and measured by application and interview.

**Experience of working in a project team within a political environment**

Desirable and measured by application.

**Experience of delivering capital projects.**

Desirable and measured by application and interview.

**Experience of working in the Public Sector.**

Desirable and measured by application and interview.

## Qualifications and knowledge

**Minimum of 3 years’ experience in a similar role.**

Essential and measured by application.

**Qualified to Prince 2 Practitioner/Professional level or equivalent level of skills and experience.**

Desirable and measured by application, and interview.

**Degree or evidence of degree level ability**

Desirable and measured by application, and interview.

**Willingness to acquire / maintain all qualifications and certificates as required by the Service.**

Desirable and measured by application, and interview.

## Personal qualities and attributes

**Willingness to undergo appropriate Vetting/Screening processes in line with Devon Fire and Rescue Service requirements.**

Essential and measured by application, and interview.

**Proven ability to cope with ambiguity with a range of stakeholders.**

Essential and measured by application, and interview.

**Strong interpersonal skills**

Essential and measured by application, test, and interview.

**Professional in conduct**

Essential and measured by application, and interview.

**Collaborative approach with strong stakeholder ethic**

Essential and measured by application, and interview.

**Good leadership skills**

Essential and measured by application, and interview.

**Self-motivated with keen drive to achieve successful outcomes**

Essential and measured by application, and interview.

**Experience of leading a team in a complex environment**

Essential and measured by application, and interview.

**Proven ability of working effectively and efficiently both as an individual and as a member of a busy team.**

Essential and measured by application, and interview.

**High level of organisational skills with the ability to deal with competing priorities.**

Essential and measured by application and interview.

**Effective time management skills.**

Essential and measured by application and interview.

**Strong negotiating and influencing skills.**

Essential and measured by application and interview.

**Commitment to continuous improvement in relation to self and management of a wider team.**

Essential and measured by application and interview

**Valid driving licence; ability and willingness to travel/work throughout Devon and Somerset and, if required, beyond these boundaries. Post holder will be required to pass DSFRS driving assessment.**

Essential and measured by application, and interview.

## Factor guides

### Supervision/management of people

**Level 2** Some supervisory responsibility for temporarily assigned or shared employees including on the job training or the allocation and checking of work for quality and quantity.

### Creativity and innovation

**Level 4** Creativity and innovation are essential to the job and need to be regularly exercised within general guidelines.

### Contacts and relationships

**Level 4** Situations where the content and outcome are not straightforward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of services is required.

### Decisions – discretion

**Level 4** Decisions which lead to the setting of working standards in the provision of operations services and/or decisions leading to changes in important procedures or service practice.

### Decisions – consequences

**Level 3** Decisions which have significant implications for the service or significant effects on employees or other individuals or other organisations.

### Resources

**Level 1** Little or no responsibility for physical or financial resources.

### Work environment – work demands

**Level 2** Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

### Work environment – physical demands

**Level 1** Work requiring normal physical effort.

### Work environment – working conditions

**Level 1** Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

### Work environment – work context

**Level 1** Work normally performed in a heated, lit and ventilated indoor environment; may be exposed to occasional noise or outside conditions.

### Knowledge and skills

**Level 5** Ability to undertake work of a range of advanced activities:

**EITHER** applying to more than one function which require detailed knowledge and skill in a specialist discipline;

**OR** applying to one function which requires detailed knowledge and skills in more than one specialist discipline.