



Job description	
Job title	Service Transformation Lead
Grade	Grade P
Directorate	Adult Social Care
Section/team	Adult Social Care
Accountable to	Service Manager, Service Development
Responsible for	Service Transformation Officers
Date reviewed	February 2024

Purpose of the Job

The main purpose of the job is to lead the implementation of a range of critical service transformation and redesign initiatives across Adult Social Care and Health, ensuring key milestones are achieved and that the required outcomes are met.

The post holder will be required to work closely and effectively with internal and external partners including Senior Managers across the Council, NHS Foundation Trust, Clinical Commissioning Group, Elected Members, Service Users, Carers, Provider Organisations, and the Third Sector, to ensure that stakeholder views are understood and are reflected in service transformation plans.

The post holder will be required to ensure that in all Service Transformation activity undertaken we comprehensively review what we do and how we do it to ensure that we can continue to commission, support, and deliver quality and sustainable services that are centred around place and support Adult Social Care's demand management objectives.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

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The post holder will:



- Lead the implementation of a range of critical service transformation and redesign initiatives across Adult Social Care and Health, ensuring key milestones are achieved and that required outcomes are met.
- Ensure robust approaches are in place to effectively manage the performance of initiatives which are applied consistently across the wider transformation programme.
- Ensure dependencies and inter-dependencies are identified and work alongside other Service Transformation Lead colleagues to streamline activity and avoid unnecessary duplication and effort.
- Work flexibly to lead the successful delivery of improvement and change initiatives within the context of the Adult Social Care Transformation programme, demand management agenda, and integrated placed based working.
- Foster effective working relationships with a range of internal and external partners, and other key stakeholders, and to engage and consult with relevant parties in relation to service transformation and transformational change initiatives.
- Have an appreciation of different practices and cultures across health and social care organisations and have the ability to challenge constructively and appropriately in a range of settings.
- Have an ability to drive through change at the pace required whilst ensuring the change is communicated, understood and embedded in practice.
- Ensure policies and procedures in the areas for which the post holder is responsible are up to date, reflect the broader views and agreements of Adult Social Care, the Council more broadly, and partners where applicable, and are produced in a format that is consistent with the broader suite of policy documentation supporting Adult Social Care business.
- Act as a champion for change across Adult Social Care and partner organisations, working with people, including front line staff to promote and foster a culture of openness and transparency in relation to all service development activity.
- Keep abreast of policy developments, locally and nationally, to ensure that the Adult Social Care Transformation Programme, and the wider



Health and Social Care integration and demand management agendas are aligned to best practice and responsive to change.

- Ensure that the Service responds to new challenges, priorities and requirements whilst maintaining the Council's statutory obligations and using resources in the most effective manner.
- Be energetic, enthusiastic, and own the change.
- Maintain own Continuous Professional Development and develop a high level of professional knowledge through research, and reading, providing a source of expertise and developing specialist knowledge as required.

Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employee's capabilities.
- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals in danger.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.