

ROLE PROFILE: HEAD OF BUSINESS TRANSFORMATION

JOB HOLDER: NEW

REPORTING TO: CEO

DEPARTMENT: TRANSFORMATION

LOCATION: LAKESIDE, PORTSMOUTH

ROLE TYPE: HEAD OF DEPARTMENT

GRADE: 3

JOB SUMMARY

To lead, deliver and champion business transformation change across the business, whilst developing and maintaining strong working relationships with key stakeholders. This role has responsibility for managing key projects and all aspects of implementation, such as requirement planning, design, testing and conversion.

KEY RESPONSIBILITIES (DETAIL KEY JOB DUTIES BELOW IN BULLET POINTS)

Main Role and Attributes

- Define the approach and solutions to establish a culture of data-driven, agile and customer focused service design and delivery,
- Develop technology strategies aligned to future business needs,
- Assume a strategic approach to identifying and addressing skills gaps in terms of the transformation journey to ensure sound succession planning provisions;
- To promote a positive culture of empowerment, creativity, innovation, continuous improvement which challenges existing ways of working, promotes change, recognises and rewards success and has the needs of customers at its heart.

Establish a digital transformation program

- Define implementation strategy to deliver business objectives,
- Establish project team by using existing and newly recruited staff,
- Engage with software partners to plan implementation,
- Lead approval process with key stakeholders,
- Design future IT landscape including technological architecture

Manage all Business aspects of system replacement project

- Drive project goals and vision with key users,
- Ensure appropriate project governance against approved milestones, costs, risks and dependencies,
- Be hands-on in executing the transformation, including facilitating (with software supplier) business requirement workshops that align to implementation methodology defined by chosen software supplier

- Regularly update key stakeholders, including senior management team and Regional Executives
- Build stakeholder relationships & understanding of the KINTO business model and the future mobility & digital strategy,
- Lead change management in organisation to transition business from people to process orientation,
- Support Improvement of organisation efficiency through supporting business improvement through technology,

SUBORDINATES	Direct reports: Project/Program Manager Business Analyst TBD Indirect reports:
SEGREGATION OF DUTIES	N/A
LEGAL REQUIREMENTS	

KEY CONTACTS
<p>INTERNAL All Business Functions</p> <p>EXTERNAL Software Suppliers, KINTO Europe IT,</p>

SKILLS AND EXPERIENCE	
ESSENTIAL (ESSENTIAL TO PERFORM THE ROLE)	DESIRABLE (USEFUL TO HAVE)
<ul style="list-style-type: none"> • Experience of business operations in a Fleet Management environment • At least 5 years' experience as a Digital Transformation lead or business transformation lead • Proven track record in successfully managing and implementing digital transformation project with agile project management techniques. This means managing budgets, resources, stakeholders both internal and external to deliver on time and budget, 	<ul style="list-style-type: none"> ▪ Experience of Sofico Miles, ▪ Previous experience in working in large (Digital) change and transformation programmes ▪ Versed in big data, data analytics, robotics process automation, cloud computing, open-source, etc
KEY EDUCATION/QUALIFICATIONS RELEVANT FOR JOB ROLE	

- Degree or equivalent (Technology related relevant discipline preferred)

IDEAL PERSONAL ATTRIBUTES (NO MORE THAN 10 BULLET POINTS)

- Able to set a strong direction and convey a persuasive approach at all levels of the organisation,
- Confidently deal with, and influence senior managers and produce clear technical and non-technical advice on complex issues,
- Able to champion the strategic importance of a progressive and digitally enabled cultural identity which embraces business improvement,
- Proven technical understanding of legislative and industry-standard security issues and processes including data protection and business continuity principles

TOYOTA WAY COMPETENCY LEVELS

CHALLENGE – PERSEVERANCE	4	KAIZEN – DELIVERING INNOVATION AND CONTINUOUS IMPROVEMENT	4
GENCHI GENBUTSU – EFFECTIVE FACT FINDING AND ANALYSIS FOR PROBLEM SOLVING	4	RESPECT – DRIVING EFFECTIVE COMMUNICATION	4
TEAMWORK – MANAGING OWN AND OTHERS' PERFORMANCE	4		

This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time and therefore this document may be amended from time to time in line with Company objectives.

JOB HOLDER:

SIGNATURE:

DATE:

LINE MANAGER:

SIGNATURE:

DATE:

Version

Drafted by

Date

Reviewed By

Date
