

## JOB DESCRIPTION

<b>Job title</b>	Implementation and Transformation Partner
<b>Sector/Function</b>	Mental Health and Learning Disability
<b>Department</b>	Operations
<b>Reports to</b>	Implementation and Transformation Partner Manager
<b>Grade</b>	Band 5

<b>Job purpose</b>	<p>To lead the Implementation of new and the transformation of existing Mental Health and or Learning Disability support</p> <p>To Project manage discrete tasks within the Implementation or Transformation Project Plan to ensure completion and the delivery of high quality person centred support</p> <p>To provide expert input and support to senior operational colleagues to deliver turn around projects in different geographical patches with the aim of ensuring that quality is at the heart of everything we do.</p> <p>To lead / direct investigations as and when needed. To lead operational teams as required</p> <p>It is recognised that each partner will have a particular area of expertise and wherever possible the allocation of project work will be managed in in a balanced utilising areas of expertise in complex situation whilst offering developmental opportunities in to new areas for less complex projects.</p>
<b>Key accountabilities</b>	<p><b>Transformation</b></p> <p>Working in partnership to deliver turnaround in areas that are falling below the high standards set by Turning Point. At times this may include been responsible and accountable for the financial and operational performance of an area as an acting service manager</p> <ul style="list-style-type: none"> <li>• Ensuring compliance against all legal and statutory requirements</li> <li>• Create, develop, update and communicate comprehensive Transformation Project Plans.</li> <li>• Developing and maintaining effective working relationships with senior management, peers and business partners throughout.</li> <li>• Providing support to existing Managers in day to day operations ensuring that the support meets the organisational requirements for quality management, health and safety, legal and regulatory requirements, environmental policies and general duty of care.</li> <li>• When investigations are needed, to conduct these in a professional and sensitive manner ensuring policies and procedures are followed</li> </ul>

	<ul style="list-style-type: none"> <li>Ensuring timely delivery on other discrete aspects of the turnaround plan, as required.</li> <li>Act as internal point of escalation for defined areas.</li> </ul> <p><b>Implementation</b></p> <ul style="list-style-type: none"> <li>Create, develop, update and communicate comprehensive Implementation Project Plans.</li> <li>Lead and project manage implementations of new business won through competitive and proactive processes.</li> <li>Lead and project manage the re-implementation of retained contracts. Ensure that changes are successful integrated into the operational delivery of the new contract by the commencement date.</li> <li>Identify risks and create / manage a risk log.</li> <li>Escalate issues and lead problem solving activities.</li> <li>Communicate across a stakeholder network ensuring understanding and sharing of information and priorities.</li> <li>Lead or support the Partner team to lead on TUPE processes liaising with the HR BP to raise and address issues as they arise.</li> <li>Be the main point of contact for Commissioners for contracts in implementation as needed.</li> <li>Handover new contracts to Operations Teams on the commencement date. Retain oversight of implementation and transformation activities until projects are signed off either through the Implementation Steering group or Regional Head of Operations.</li> <li>Ensure implementation and transformation activities are delivered to deadlines, within any defined budget and with excellent quality standards maintained throughout all activities.</li> <li>Evaluate completed projects for continuous learning and improvement. Report on findings and recommend continuous improvement actions.</li> <li>Mentor and support Operations Managers and Team Partners as needed in decommissioning activities ensuring a 'good exit' is achieved. Provide them with a current end-to-end decommissioning template.</li> <li>Present to and participate in Local, Regional and National Operations or Performance Meetings.</li> <li>Support task management for individuals across managed projects.</li> </ul>
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	<ul style="list-style-type: none"> <li>Support business development projects and activities in line with business priorities.</li> </ul> <p><b>Communication</b></p> <p>Working collaboratively as part of a matrix organisation, you will deliver continuous improvement by:</p> <ul style="list-style-type: none"> <li>Placing communication and engagement with key stakeholders at the heart of turnaround</li> <li>Ensuring that demanding and difficult situations are managed and communicated effectively. Equip staff to do the same by coaching, mentoring and demonstrating strong leadership skills,</li> <li>Building and developing well established commissioner, regulator and key stakeholder relationships, influencing change and transformation.</li> <li>Implementing risk strategies as agreed with stakeholders; escalating any concerns through the line in a timely manner</li> </ul> <p><b><u>Leadership</u></b></p> <p>To lead, manage and motivate a team of staff whilst in implementation or transformation by</p> <ul style="list-style-type: none"> <li>Leading the change and transformation of underperforming services</li> <li>Ensuring the TP people centred approach to change is used to support transformation efforts</li> <li>Enabling managers to support services from Implementation to transformation</li> <li>Working closely with internal change facilitator peers across the business to employ best practice</li> <li>Prioritise and re-prioritise team activity in response to changing challenges</li> <li>Model Turning Points values at all times and to instil them in the teams</li> <li>Lead by example in an inspiring professional manner</li> <li>Undertake direct line management (as demands dictate), including</li> </ul>
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	<p>recruiting, inducting, supervision to ensure the safe, effective delivery of high quality support during transition.</p> <p><b><u>Information</u></b></p> <p>Shared responsibility for the confidentiality, security and accuracy of peoples records, data and information. Ensuring good quality support plans and documentation, which meets the regulatory guidelines and statutory requirements as a minimum.</p>
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<b>Dimensions</b>	Direct reports	0
	Total staff overseen	May be asked to provide interim line management in any one home, service or area
	Internal contacts	Implementation and Transformation Partner Team Manager Business partners: HR, Finance, Recruitment, Risk and Assurance, Learning and Development, communications, IMT
	External contacts	Families, commissioners, safeguarding teams, council employees, CQC Inspectors
	Planning outlook	
	Problems solved	
	Financial authority	<p><b><u>Budgets &amp; Equipment</u></b></p> <p>Responsible and accountable for the financial and operational performance of the area during the period of management.</p>