

Job Description

Job Title:	Transformation Delivery Lead - Digital and Data (2 year FTC)
Directorate/Team:	Technology and Insight – Digital and Data Transformation
Location:	16 Summer Lane or other site/location
Responsible to:	Director of Digital and Data Transformation
Responsible for:	Number to be confirmed (with some matrix management)
Key working relationships: (internal)	Digital and Data team members at all levels, Policy and Insight directorate members at all levels, Chief Technology and Insight Officer
Key working relationships: (external)	Any external suppliers we choose to partner with in the transformation programme

Purpose of the Post

This role will play a pivotal part in driving the successful delivery of Digital and Data Transformation across the organisation. Working closely with the Director of Digital and Data Transformation, the postholder will help translate strategic vision into tangible outcomes—developing roadmaps, guiding multidisciplinary teams, and ensuring alignment with organisational priorities.

The role will oversee the delivery of complex initiatives involving multiple interdependent workstreams, ensuring that all Digital and Data transformation initiatives are effectively managed, supported, and successfully implemented to achieve sustainable change for the organisation.

Accountabilities

- Manage a portfolio of digital, data, and technology (DDaT) products and services that meet user needs and support transformational change.
- Support the organisation's transition to a product-centric operating model by promoting agile ways of working and fostering a culture of continuous improvement.
- Establish and lead effective delivery structures, ensuring multidisciplinary teams are aligned, resourced, and empowered to deliver outcomes that support the strategic vision, creating an environment that enables high performance in line with Government Digital Service (GDS) standards.
- Work collaboratively with senior leaders to shape the strategic direction of the service portfolio and is accountable for long-term planning to ensure delivery against organisational objectives.

Responsibilities

Strategic

- Define and maintain the strategic vision for a portfolio of complex and interrelated digital, data, and technology (DDaT) services and products, in collaboration with internal and external stakeholders.
- Translate strategic goals into delivery roadmaps – break down high-level vision into actionable plans.
- Plan and oversee the delivery of the digital and data transformation programme, balancing strategic timelines with iterative, agile delivery approaches.
- Lead the coordination of interdependent workstreams, ensuring delivery is coherent, prioritised, and aligned with organisational goals and user needs.
- Drive agile delivery – use Agile or hybrid methods to deliver value and adapt to change.
- Act as a strategic advisor to senior leadership on the implications of the Digital and Data Transformation.

- Promote agile ways of working and fostering a culture of continuous improvement, ensuring the organisation stays ahead of digital and data trends and best practices.
- Work flexibly and with integrity to meet the needs of the WMCA and the Digital and Data Transformation programme.

People

- Ensure clear communication and alignment between delivery teams and stakeholders, including the interpretation and negotiation of complex and sensitive programme information.
- Ensure effective communication and engagement with managers and employees throughout the transformation process.
- Work with project managers to maintain delivery momentum, optimising the delivery flow of teams and identifying innovative ways to unblock issues.
- Close collaboration with relevant programme managers where areas of responsibility and interest overlap.
- Manage stakeholder expectations and moderate difficult discussions about high risk and complex topics, even within constrained timescales.
- Create and sustain an environment for high-performing teams, removing delivery blockers, challenging existing practices, and enabling delivery at pace.
- Foster a collaborative team culture, promoting full participation, shared ownership, and mature stakeholder relationships across all delivery activities.
- Support prioritisation and focus by enabling teams to align their work with the goals and direction set by Product and Service Managers.
- Coordinate data, digital, and relevant teams to ensure aligned and timely delivery.
- Mediate between people and teams, and strengthen relationships, adopting the appropriate communication method with stakeholders at all levels.
- Lead and facilitate senior-level meetings, presenting complex, sometimes technical, information confidently and effectively. Ensure productive discussions by challenging information when necessary, maintaining a professional and non-confrontational approach.

Operational

- Develop, maintain and communicate the roadmap for digital and data transformation, working with teams to be pragmatic in prioritisation and scheduling.
- Actively address the most complicated risks, issues and dependencies including where ownership exists outside the team or no clear ownership exists.
- Use evidence to propose when a delivery team should continue, change direction or stop, working with product owners as appropriate.
- Act as a recognised expert and advocate for Agile, including coaching and leading teams in Agile good practices. Fostering a culture of experimentation and testing new ways of working that improves delivery flow and delivers greater value for our users.
- Identify dependencies in plans across teams and services and co-ordinate delivery.
- Monitor progress and manage risks by tracking delivery, resolving blockers, and communicating updates to stakeholders.

Financial

- Produce programme & project resource & budget forecasts and track & monitor financial expenditure for the whole portfolio.
- Work with Procurement colleagues to manage procurement activities within programmes and projects, such as developing tender specifications, assessing and appointing suppliers and contractors, within the approved procurement framework.
- Ensures Value for Money and follows the appropriate governance processes for dealing with any financial activities.

Other

- Represent the WMCA in a professional manner.
- Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
Experience	E	D	A*	I*	T*
Evidence of working in agile environments, with a track record of introducing or enhancing agile practices within teams or organisations	X		X	X	
Track record of implementing and evolving agile practices to improve performance and delivery outcomes.	X		X	X	
Ability to lead, inspire, and motivate teams to achieve high performance and deliver successful outcomes.	X		X	X	
Experience presenting to and coordinating senior level meetings with the confidence and ability to challenge information provided in a non-confrontational way	X		X	X	
Knowledge of, or experience working in or with the Public Sector.		X	X		
Skills / Knowledge	E	D	A*	I*	T*
Ability to effectively manage/oversee multiple initiatives prioritising work as appropriate to manage risk	X		X	X	
Demonstrated ability to develop solutions to complex problems and the ability to manage potentially delicate situations	X		X	X	
Demonstrate an ability and understanding of proactive risk management, identifying, and mitigating project and programme risks	X		X	X	
Ability to use agile project management tools such as Jira or similar	X		X		
Management of project budgets and production of robust costs forecasts	X		X	X	
Ability to manage stakeholders effectively, build strategic partnerships, and influence decision-making processes at all levels, including senior leadership.	X		X	X	
Ability in and understanding of proactive risk management - identifying, and mitigating risks	X		X	X	
Excellent written and verbal communication skills with the ability to present complex material to senior leaders	X		X	X	
Ability to translate technical detail for the benefit of non-technical audiences		X	X	X	
Ability to manage conflict, bringing together opposing viewpoints to arrive at a mutually agreeable solution		X		X	
Qualification / Education / Training	E	D	A*	I*	T*
Agile project management qualification or equivalent agile project management and/ or product management experience.	X	X	X		

***Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family
22/7/25	JEP588	SP48-SP52	