



ROLE PROFILE

JOB TITLE: Head of Business Transformation

REPORTING TO: Executive Director of Customer

TEAM: Customer

JOB OVERVIEW

As the Head of Business Transformation you will be responsible for driving and overseeing all aspects of transformational initiatives within ForHousing.

Working alongside the Executive Management and as part of the Senior Leadership Team the role will play a critical part in shaping the future direction of the organisation by leading the development and implementation of strategies to optimise operational delivery, enhance efficiency, and foster innovation across the business.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.



ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- **Strategic Planning:** Develop and execute a comprehensive business transformation strategy aligned with the organisation's objectives and long-term vision.
- **Change Management:** Lead change management efforts to ensure smooth transitions and adoption of new processes, technologies, and ways of working throughout the organisation.
- **Process Improvement:** Identify opportunities for process optimisation and efficiency gains across all functional areas, driving continuous improvement initiatives to streamline workflows and enhance productivity.
- **Technology Integration:** Collaborate with ICT and other stakeholders to evaluate, select, and implement cutting-edge technologies and digital solutions that support business goals and improve operational effectiveness.
- **Organisational Development:** Work closely with HR to assess organisational capabilities, identify skill gaps, and develop talent to support the successful execution of transformation initiatives.
- **Performance Measurement:** Establish key performance indicators (KPIs) and metrics to monitor progress, track results, and measure the impact of transformational efforts on business performance.
- **Stakeholder Engagement:** Build strong relationships with internal and external stakeholders at all levels of the organisation, effectively communicating the vision for transformation and garnering support for initiatives.
- **Risk Management:** Anticipate and mitigate potential risks and challenges associated with transformational activities, ensuring compliance with regulatory requirements and sector standards.
- **Financial Management:** Develop and manage budgets for transformation projects, allocating resources effectively to maximise return on investment and achieve desired outcomes.

WHAT WE ALL NEED TO DO



- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary.
- Our strategic outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day.
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job.
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything.
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity, and inclusion policies, to help make sure we deliver a person focused service.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time, you may need to undertake other tasks commensurate with your role.

Person Specification:

Assessment Key: AF = Application Form | = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> • GCSE or equivalent standard in Maths and English • Project Management qualifications and methodology experience such as PRINCE2, Agile, Scrum or equivalent 	AF/QC AF/I/QC
Experience, knowledge, skills, and qualities	<ul style="list-style-type: none"> • Proven track record of successful leadership in business transformation roles • Strong understanding of change management principles and methodologies, with the ability to drive cultural and 	AF/I





	<p>organisational change.</p> <ul style="list-style-type: none"> • Demonstrated expertise in process improvement, project management, and technology implementation. • Excellent communication, interpersonal, and influencing skills, with the ability to engage and inspire teams and stakeholders at all levels. • Strategic thinker with a results-oriented mindset and the ability to translate vision into actionable plans and initiatives. • Analytical mindset with the ability to leverage data and metrics to drive decision-making and measure success. • Experience working in industry/sector is preferred but not essential. 	
Skills and abilities	<ul style="list-style-type: none"> • Strong leadership competency that creates purpose and supports the vision and values of the organisation. • Relatable communication skills including written and verbal plus the ability to deliver presentations to a range of audiences. • Strong level of IT skills. • Ability and resilience to deal with difficult situations and a demanding working environment, meet deadlines and maintain a positive approach. • Able to influence others positively through consistently communicating with impact and presence at all levels in the organisation • Able to work collaboratively with a wide range of stakeholders, building consensus for positive decision making and action. 	AF/I
Personal qualities	<ul style="list-style-type: none"> • Passionate and tenacious about delivering high quality customer focused, equitable services. • Confident, motivational leader. Inspiring colleagues to work effectively both individually and as a team. • High levels of personal resilience and integrity. Always does the right thing. • Takes ownership - expects and delivers work to a high standard. • High levels of emotional intelligence. • Team player and committed to developing people. • Earns respect from colleagues within the company and from external contacts. • Ability to champion inclusivity and collaboration, break down silos and encourages a one team mentality. • Listens well to others and challenges respectfully 	AF/I

