

Job description

Job title

Service Transformation and Innovation Lead

Hours

37.5 – Full time

Contract

Permanent

Role profile and grade

OS50A – Grade 5

Salary

Starting Salary £49,943 with biennial increments

Location

Cheadle / Across multiple sites in the North West / Hybrid

Reports to

Service Director

Type of DBS required

Standard DBS (We will apply for this on your behalf.)

Job purpose

- Lead and coordinate the service directorate's contribution to the delivery of our strategic aims, ensuring that agreed service priorities are translated into clear delivery activity, milestones, benefits and measurable impact.
- Work across services to identify connections, overlaps and synergies between priority projects, improvement activity and operational change, helping to align effort, reduce duplication and support better use of capacity.
- Act as a key link between operational services, central teams, portfolio governance and strategic delivery activity, ensuring that service insight shapes planning, prioritisation and implementation.
- Support service innovation and continuous improvement by identifying, sharing and helping to embed good practice, learning and ideas emerging from across the Trust.
- Lead, from a service perspective, initiatives aligned to the Trust's ambitions for sustainability and innovation, ensuring that opportunities for service development, improvement and future sustainability are grounded in operational reality.
- Support the development and embedding of new partnerships by helping services translate partnership opportunities into practical ways of working, clear roles, implementation plans and sustainable delivery arrangements.
- Ensure projects, partnerships and change activity deliver measurable benefits for the people we support, colleagues, services and the wider organisation.

Key responsibilities

Strategic service delivery and 5-year plan implementation

- Support the Service Director to coordinate and monitor the service directorate's delivery plan aligned to the 5-year plan.
- Translate strategic priorities into practical service-level actions, milestones, delivery measures and evidence of progress.
- Work with service leaders to ensure delivery activity is realistic, sequenced and aligned with operational capacity.
- Identify where service delivery activity contributes to multiple strategic priorities, helping to strengthen alignment and reduce duplication.
- Maintain visibility of key service-led actions, risks, dependencies and decisions required to support successful delivery.
- Contribute to reporting on progress, impact and learning against the service delivery plan and any related projects.

Alignment, connections and reducing duplication:

- Map connections between service priorities, Trust-wide projects, improvement activity and operational change.

- Identify areas of overlap or duplication and support service leaders to agree more joined-up approaches.
- Facilitate conversations across services to align activity, share resources and avoid competing or contradictory implementation demands.
- Highlight dependencies between service delivery activity and wider Trust priorities, escalating issues where alignment or decision-making is required.
- Support a coherent view of change activity across services so that leaders can make informed decisions about sequencing, capacity and impact.

Service innovation, learning and good practice:

- Identify examples of effective practice, innovation and improvement emerging from individual services.
- Create routes for sharing learning, tools, ideas and approaches across service areas.
- Support services to test, adapt and scale ideas where they have potential to improve quality, sustainability, outcomes or efficiency.
- Work with Heads of Service to turn local innovation into practical improvement activity that can be adopted more widely where appropriate.
- Use feedback, evidence and service insight to inform future service design, delivery planning and improvement activity.
- Monitor and interpret external policy, sector, regulatory, funding and market trends, translating relevant insights into practical recommendations that inform service development, prioritisation, sustainability planning and strategic decision-making.

Sustainability and innovation delivery:

- Lead, from a service perspective, assigned initiatives linked to the Trust's sustainability and innovation ambitions.
- Work with operational services and central colleagues to shape proposals so they are deliverable, sustainable and aligned with service needs.
- Support the development of service models, improvement opportunities and innovation activity that contribute to long-term sustainability.
- Ensure service expertise, operational constraints, workforce implications and quality considerations are reflected in sustainability and innovation activity.
- Track delivery, risks, dependencies and benefits for service-led sustainability and innovation initiatives.
- Help services move from idea or opportunity into practical implementation, adoption and sustained ways of working.

New partnerships embedding:

- Lead, from a service perspective, the practical activity required to support new partnerships and collaborative arrangements.

- Work with Heads of Service and partner-facing colleagues to translate partnership opportunities into clear delivery requirements, roles, responsibilities and ways of working.
- Support services to embed new partnership arrangements into day-to-day practice, including communication routes, handoffs, governance, escalation and review arrangements.
- Identify operational impacts, risks and dependencies associated with new partnerships and support mitigation planning.
- Gather feedback from services and partners to strengthen implementation, improve collaboration and support sustained partnership outcomes.
- Ensure partnership-related change is aligned with service priorities, capacity and the Trust's strategic aims.

Project delivery:

- Ensure designated projects are aligned with the service directorate delivery plan and relevant Trust-wide priorities.
- Identify links between assigned projects and other live service or organisational activity.
- Support prioritisation and sequencing of project activity to reduce duplication, manage capacity and protect service continuity.
- Ensure project plans reflect implementation requirements across different service settings.

Change management & adoption:

- Support services to understand how strategic, sustainability, innovation and partnership activity will affect day-to-day practice.
- Help translate new initiatives into practical routines, tools, processes and behaviours that can be embedded across services.
- Identify where different changes interact and support leaders to manage cumulative impact on teams.
- Use service feedback to adapt implementation approaches and improve adoption.

Governance & reporting:

- Provide service-level insight to support portfolio governance, prioritisation and assurance.
- Report on progress against the service directorate delivery plan, including milestones, risks, dependencies, benefits and learning.
- Support clear governance links between service delivery activity, strategic priorities and Trust-wide transformation arrangements.
- Ensure reporting highlights decisions required, barriers to delivery and opportunities for greater alignment.

Other responsibilities

- Actively engage with the Together Trust's vision, mission and values.
- Commit to promoting equality, diversity, inclusion and belonging.

Additional information

- Additional information

Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
Education, qualifications and training	Educated to degree level or able to demonstrate equivalent relevant experience. Evidence of continuing professional development. Training or development in project management, change management or service improvement. Competent in Microsoft 365 applications including Excel, PowerPoint and Teams. Ability to produce reports, plans and project documentation to a high standard.	Project Management qualification (APM, PRINCE2, AgilePM or equivalent). Change Management qualification (Prosci, APMG or equivalent). ILM, CMI or equivalent leadership qualification. Qualification or formal training in service improvement, organisational development, systems thinking or innovation. Evidence of professional development relating to strategic planning, partnership working or service transformation.

Experience and skills

Experience supporting delivery of strategic or operational plans across multiple services or teams.

Experience identifying connections, dependencies or duplication across projects, improvement activity or service priorities.

Experience working with operational leaders to translate strategic aims into practical delivery activity.

Experience sharing learning, good practice or improvement ideas across teams or services.

Ability to work across organisational boundaries and influence alignment without direct authority.

Ability to understand operational complexity and balance strategic ambition with service capacity.

Ability to turn emerging opportunities into structured plans, actions and ways of working.

Strong facilitation skills, with the ability to bring colleagues together around shared priorities and practical solutions

Experience supporting service development, sustainability, innovation or growth-related initiatives.

Experience supporting mobilisation or implementation of new partnerships, service models or collaborative ways of working.

Experience working in a multi-service charity, education, social care, health or regulated service environment.

Experience contributing to strategic delivery plans, portfolio reporting or organisational transformation programmes.

Experience supporting the spread or scaling of good practice across different service areas.

	Evidence of using data to support decision-making.	
Knowledge and understanding	Understanding of how strategic plans are translated into operational delivery plans. Understanding of how to identify alignment, duplication, dependencies and cumulative impact across change activity. Understanding of service improvement, innovation and sustainability in complex service environments. Understanding of how partnerships are embedded into operational practice. Understanding of how to support cross-service learning and transfer of good practice.	Understanding of the charitable sector. Understanding of social care, education or specialist support services. Understanding of regulatory expectations relevant to the Trust's operating environment. Understanding of portfolio management principles. Understanding of programme management and strategic delivery frameworks. Knowledge of benefits realisation methodologies. Understanding of governance, assurance and reporting processes.
Other	Ability to travel across the Together Trust locations. Lead and role model for Trust values and behaviours.	

Applications are very welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable

adjustments for disabled people. We positively encourage applications from those with lived experience.

If there is any part of your lived experience you want to keep confidential in some way please talk to the Recruitment or HR shared service teams and we will do what we can to support you.