ROLE PROFILE

Job Title:	Transformation Delivery Manager
Salary Range:	£33,000 - £38,000
Location:	Manchester – Hybrid work – Minimum of 2 days per week, where feasible, working in the Manchester office
Responsible to:	Head of Credit Union Transformation
Hours:	Full time (35 hours per week)
Term:	Fixed term, 3 years

Job Purpose:

To support the delivery and oversight of All Together Money's Credit Union Transformation Programme partnership with Fair4All Finance. In particular, co-ordination and support for the delivery of our engagement, insight and ideation deliverables and our partnership with Swoboda Research Centre. The role involves managing and coordinating resources, and collaborating with various stakeholders to deliver high-quality outcomes aligned with the organisation's goals. The Transformation Delivery Manager will work closely with the Service Development Manager and Head of Credit Union Transformation to ensure effective delivery of our Transformation Programme deliverables.

Key Deliverables:

1. In collaboration with the Head of Credit Union Transformation & Swoboda Research Centre, develop and deliver a work programme of sector engagement, insight and ideation to support the Transformation Programme pipeline
2. Deliver detailed event and engagement project plans, including timelines, resources and budgets, based on Programme requirements and objectives
3. Co-ordinate the delivery of engagement events and activities in collaboration with the All Together Money team
4. Lead co-ordination of activities with Swoboda Research Centre in relation to their ideation workshop deliverables
5. Support the Service Development Manager in monitoring and overseeing investees as they move through the engagement and ideation process to EOI and Full Proposal investment
6. Support the Service Development Manager in commissioning incubation support for successful EOI applications
7. Support the Service Development Manager and Head of Credit Union Transformation in facilitating triage of pre-EOI and EOI submissions
8. Liaise with Fair4All Finance in support of the engagement, insight and ideation deliverables
9. Liaise with specialist support stakeholders and external expertise partners to provide incubation support and insight expertise to investees
10. Track and monitor project deliverables and provide MI reporting data to support reporting obligations to Fair4All Finance
11. Allocate resources effectively to ensure successful project execution
12. Track and manage project budgets, ensuing cost efficiency and avoiding overruns
13. Proactively identity and assess risks to the project's success, including operational, financial and time-related risks

14. Ensure that project deliverables meet quality standards and stakeholder expectations
15. Facilitate and document lessons learned, and final reporting of investee outcomes
16. Conduct post-engagement evaluations to identify areas for improvement and integrate feedback into future planning
17. Supporting the Head of Credit Union Transformation on new initiatives as Programme deliverables evolve
18. Assist with the co-ordination of events, including member conferences
19. Assist in communications and building relationships with external stakeholders and ABCUL members, to include preparing briefings, presentations, web content and news articles
20. Ensure that Credit Union Transformation Programme documentation and data is organised and easily accessible by colleagues.
21. Any other duties consistent with this job as delegated by the Head of Credit Union Transformation

Essential knowledge, skills, and experience:

Qualifications and Experience

- Proven experience in project management, with a strong track record of delivering successful change initiatives
- Experience working with diverse stakeholders and managing multiple projects
- Demonstrate experience in managing projects budgets and resources
- Education to degree level or equivalent professional experience

Technical Skills and Knowledge

- Experience of event management and co-ordination
- Good knowledge of budgeting and financial tracking related to project management

Leadership and Communication

- Excellent verbal and written communication skills, capable of communicating complex information clearly
- Ability of influence and negotiate with stakeholders at all levels of the organisation
- Experience in working effectively across different teams
- A willingness to be flexible and to respond to varying needs
- The ability to work as part of a team
- Ability to work occasional evening and weekends

Problem Solving

- Strong problem-solving skills with the ability to analyse data, identify issues and implements solutions quickly
- Sound decision-making capabilities, balancing risks and opportunities to achieve the best project outcomes

Organisational and Time Management

- Exceptional organisational skills with attention to detail
- Ability to prioritise tasks, manage multiple projects, and meet tight deadlines

Desirable knowledge, skills and experience:

- Knowledge of the financial services industry
- Understanding of credit unions and the regulatory framework in which they operate

- Experience of analysing financial information
- Experience of updating and maintaining website pages and content

Key Behaviours/Competencies:

Analytical thinking

Analyses problems and identifies the key issues which need action. Assesses a situation in a systematic way, identifying time sequences, setting priorities and drawing logical conclusions from the data/source.

Initiative

Anticipates situations and problems taking appropriate action, actively finding solutions and grasping opportunities. Actions may add significant value to the team/business and represent a solid contribution from the individual.

Results focused

Have the ability to set objectives for yourself and others and ensure they are achieved in a way that supports the values of the business. Being determined to get things done but not at all costs if it means ignoring the Organisations values. It's about having a positive attitude and being focused on delivering the right results whatever the setbacks.

Flexibility

Willing to adapt your thinking and behaviour to suit different situations. You see the value of alterative views to issues and are enthusiastic and supportive of change. This includes being able to change your plans quickly in order to react to changing circumstances.

Customer Understanding

Possesses a thorough understanding of the needs of internal/external customers. Actively uses this information to promote excellent customer service.

Relationship Building

Works to identify, build and maintain mutually beneficial, long term relationships with internal and external contacts, in order to improve the short, medium and longer term success of the business.

Team Working

Fits in with the team, develops effective and supportive relationships with their colleagues by showing them consideration and creating a sense of team spirit and enjoyment.

Communication

An effective listener and able to discern what individuals and groups really mean. You speak confidently, and fluently, in a way which holds others' attention through the use of appropriate pace and level. Have good written communication you are fluent, clear, concise and can adapt the style of your communication to suit the audience at which the communication is aimed.