

JOB DESCRIPTION



Effective Date: February 2026	Location: Swale House
Job Title: Transformation Officer	Grade: 7
Responsible to: Strategic Policy and Communities Manager	No. of Staff Responsible For: 0

PURPOSE OF JOB

The Transformation Officer will support the delivery of Swale Borough Council's Customer Experience Strategy and wider corporate priorities, ensuring services are designed around residents' needs while achieving budget efficiencies. The role will drive continuous improvement, digital innovation, and organisational change to enhance customer satisfaction and value for money; also contributing towards change required for implementation of Local Government Reorganisation.

- MAIN ACCOUNTABILITIES**
- To deliver transformation initiatives that contribute to the Council's strategic objectives including resilience, sustainability and financial efficiency; along with those that are required for implementation of Local Government Reorganisation.
 - To support the delivery of the Customer Experience Strategy. This will include implementing projects that improve customer journeys and service accessibility across all channels; and working with service leads to embed customer-focused principles in processes and policies.
 - To identify opportunities for cost savings through process redesign, automation and smarter working.
 - To coordinate multiple transformation projects, including monitoring progress and reporting to appropriate governance mechanisms. This will include maintaining accurate documentation, risk registers and performance dashboards.
 - To coordinate the Transformation Board and associated meeting groups.
 - To collect and analyse required data from internal teams in relation to customer feedback, performance data and financial metrics, to support decision making and risk management processes for the project.
 - To support culture change within the organisation through effective communication and staff engagement.
 - To undertake any other duties as required and commensurate with the level of the post.

PERSON SPECIFICATION



Transformation Officer

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	Degree-level qualification or equivalent experience in business, process management or related field.	Essential	Application /Interview
	Formal project management qualification	Desirable	
	Knowledge of project management methodologies e.g. PRINCE2, Agile	Essential	
	Strong analytical skills with ability to interpret data and financial information.	Essential	
	Excellent communication and influencing skills	Essential	
	Understanding of public sector challenges and budget constraints	Essential	
	Ability to use initiative, seek opportunities and develop solutions to service delivery	Essential	
	Good organisational skills and relationship building skills	Essential	
	Resilient and adaptable in a changing environment	Essential	
	Committed to delivering excellent customer service and continuous improvement	Essential	
Knowledge of digital service design and automation tools	Desirable		
Experience	Proven experience in delivering transformation or service improvement projects within a complex organisation.	Essential	Application /Interview
	Experience in customer service design and stakeholder engagement.	Essential	
	Experience of working within Local Government or public sector transformation	Desirable	

COMPETENCY PROFILE

Honest	<ul style="list-style-type: none">• Truthful and takes responsibility• Act with integrity and keep commitments• Build trust through fairness and transparency
Empathetic	<ul style="list-style-type: none">• Listen actively and with care• Respond with compassion• Create a supportive environment for all
Adaptable	<ul style="list-style-type: none">• Stay open to change• Learn from challenges• Adjust with a positive mindset
Respectful	<ul style="list-style-type: none">• Treat everyone with fairness and dignity• Listen to diverse perspectives• Create an environment where all voices are heard
Together	<ul style="list-style-type: none">• Works collaboratively for shared goals• Support one another effectively• Build strong, trusting relationships