Job Title: Head of Transition and Transformation, Aurora
Grade: 11D
Division: BBC Engineering, Finance & Operations
Department: Aurora Programme
Reports to: Aurora Programme Director
Location: London

The following job specification is intended to reflect the nature, range and context of the work. It identifies the main requirements of the role, but is not an exhaustive list of duties.

**BBC Engineering**
BBC Engineering delivers the technology and services that enable the BBC to fulfil its strategic and business goals. Its services include:-

- Setting the Technology Strategy for the BBC
- Management of third party supplier and technology partner contracts
- Delivering on projects of all sizes up to and including multi-million pound technology infrastructure and software projects
- Ensuring IT and telephone infrastructure availability for all BBC platforms and systems
- Responsibility for keeping our radio and news channels on air and on-line.
- Working with output divisions on developing and delivering their technology strategies
- Managing the BBC’s Distribution of content.
- IT, information security and Business Systems across the BBC

**The Aurora Programme**
The Aurora Programme is a strategic programme within BBC Engineering and its purpose is to redefine the BBC’s technology landscape and the supplier engagement model that supports it. The programme will review and re-procure the services currently provided under the existing contract with Atos and will engage with all BBC divisions to ensure that the outcome will deliver the optimum service and value for money.

**Purpose of the role**
The Transition and Transformation (T&T) Programme Manager will be responsible for monitoring and managing the successful delivery of the Service Operations Management (SOM) workstream, working with the procurement workstreams, to ensure that they are structured appropriately to deliver both direct and indirect business benefits.

In order to achieve such transformation this role requires a high level of change management experience, including challenging, inspiring and leading the team, including senior Engineering and divisional stakeholders involved in the Aurora programme.

The scope of this role will have two distinct elements:

The first is the design and support of the business change associated with the Aurora Service Operations Management (SOM) function, including but not limited to, oversight of collaboration agreement structure, negotiation of key SOM functions within tower contracts during the procurement phase of Aurora, transformation of the BBCs SOM functions to support Aurora including associated organisational change and process re-design across Commercial and Service Management.
The second, business change management, responsible for delivering multiple organisational change programmes which deliver the transformed operating model of Aurora within the BBC. Working with the Aurora Exit & Transition and Change Management functions, this will encompass creating and implementing change management and communication plans that minimise employee resistance and maximise employee engagement.

**Key Responsibilities**

- Being a trusted Leader and Manager of the business change function and being the first point of contact for Aurora Change and Transformation
- Working with the Aurora Change Manager to develop the business transformation capability across BBC Technology
- Working with the Procurement workstreams to support the development of the SLAs and OLAs which will operate within the new SOM and Tower structure
- Managing the development and maintenance of an overarching change governance framework and embedding it across the organisation
- Working with Business Leads and Directors to support the transformation agenda
- Managing resource requirements and exercising budgetary control for business change
- Providing quality assurance for Business Transformation team activities
- Supporting the implementation of best-practice business change and project management processes for the Business Transformation team
- Execute the programme governance framework, including structure, approach and assurance for the Transition and Transformation workstream

**Knowledge, skills & experience**

**ESSENTIAL**

- Able to demonstrate awareness of business and organisational sensitivities and reflect this in approaches to resolving issues and problem solving
- Experience of leading a wide range of transformation programmes preferably in a number of organisations demonstrating success
- Demonstrate expertise in business change and programme management
- Understand how people go through a change and the change process, including knowledge of change management methodology and tools and communications techniques
- Able to translate complex, ambiguous challenges into workable solutions for the Business Change team
- Exceptional communication skills – both written and verbal
- Be an effective relationship builder, influencer and negotiator at all levels
- Have a track record of operating effectively at Board level
- Demonstrate leadership, people management, team building and coaching in an operational environment

**DESRIABLE**

- Have good service and commercial knowledge of BBC Engineering services
- Understand the BBC Supplier landscape

**Competencies**
Analytical Thinking - able to simplify complex problems, process projects into component parts, explore and evaluate them systematically. Able to identify causal relationships and construct frameworks, for problem solving and/or development.

Managing relationships and team working - able to build and maintain effective working relationships with a range of people. Works co-operatively with others to be part of a team, as opposed to working separately or competitively.

Collaborating across boundaries – challenges systems, processes and people that block collaboration, connects people, ideas, processes and issues, sets an example by sharing resources, knowledge ideas and skills across the organisation, builds helpful, productive relationships across the organisation.

Communication - able to get messages understood clearly by adopting a range of styles, tools and techniques appropriate to the audience and the nature of the information.

Resilience - manages personal effectiveness by managing emotions in the face of pressure, setbacks or when dealing with provocative situations. Demonstrates an approach to work that is characterised by commitment, motivation and energy.

Flexibility - adapts and works effectively with a variety of situations, individuals or groups. Able to understand and appreciate different and opposing perspectives on an issue, to adapt an approach as the requirements of a situation change, and to change or easily accept changes in one's own organisation or job requirements.

Problem Solving – able to simplify complex problems, processes or projects into component parts, explore and evaluate them systematically. Able to identify causal relationships and construct frameworks for decision making and problem-solving. Transforms proposals/ideas into practical reality.

Planning and organising - able to think ahead in order to establish an efficient and appropriate course of action for self and others. Prioritises and plans activities taking into account all the relevant issues and factors such as deadlines, staffing and resources.

Influencing and persuading – ability to present sound and well reasoned arguments to convince others. Can draw from a range of strategies to persuade people in a way that results in agreement or behaviour change.