ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role / Title: **Head of Transformation**

Reports to: **Chief Technology Officer**

Responsible for: **Transformation team**

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Background

The Technology team delivers services across four key areas, for:
- Customer experience, both physical and digital
- Services to ROH staff across all functions and across 3 sites
- Technology infrastructure as the foundation for all services
- Enterprise applications supporting a range of services from ticket sales to performance scheduling

Main Purpose of the Job

Working across the ROH Group:

To drive and lead business and technology transformation initiatives from concept to completion across the organization in line with ROH objectives

To identify and deliver organisational value, efficiency, effectiveness and cost reduction in operational and support functions, such as Finance, HR and production processes, and to enable cross functional efficiencies through business and technology transformation

To oversee successful management of all transformation programmes to best practice standards, including implementation and adoption through collaboration, training and a transition to ongoing user support

To lead and develop the Transformation team and manage all resources effectively

To uphold a culture of innovation and continuous improvement

Main Responsibilities

Working to the priorities set by the CTO:

Portfolio Management

- Gain a thorough understanding of the strategic aims for the Transformation function and the priorities from a senior leadership perspective
- Lead on management of the overall portfolio of transformation programmes, project governance and ensure accurate tracking and reporting on all projects in the portfolio
- Manage the prioritisation of all projects, budgeting, resources and allocation of work across the portfolio
- Ensure that projects are planned and managed effectively, following suitable methodology and best practice and that suitable project management tools are in place

Relationship Management

- Develop a strong awareness and understanding of the needs of all client departments, current technologies and information systems in place, and the drivers for change and opportunities for improvements
- Work closely with other team heads in the IT department to ensure effective teamworking and transition at every stage of each project
- Ensure collaboration with all departments so that transformation initiatives generate positive departmental and cross departmental level impact and change is adequately supported
- Build credible partnerships across business functions, stakeholders and IT to achieve intended value propositions of strategic initiatives
- Lead on identifying new technology partners or changing existing supplier arrangements as needed in order to achieve objectives, particularly for complex or high value projects

Team Management

- Provide effective direction, team management, recruitment, retention, guidance, performance management and objectives for highly skilled team members
- Build in regular team meetings and one to one supervision meetings to provide an infrastructure of information flow, team and one to one support
- Allocate team staffing and resources according to agreed priorities
- Promote best practice methods and collaborative working across the team
- Create an environment where staff can be innovators and successfully achieve objectives
- Share information with the team to support staff engagement
- Promote a strong team ethic and culture of skill development

Continuous Improvement

- Keep in touch with best practice and developments as relevant to the role
- Manage own professional development and keep up to date with current technology, methodologies and processes relevant to the role

- Uphold and foster a culture of information sharing, collaborative working and cross-team working
- Contribute to a culture of innovation and continuous improvement

PERSON SPECIFICATION

Essential Knowledge / Skills and Experience

Business and Technology Transformation

- A proven track-record of leading on developing and delivering business and technology transformation projects, identifying the business requirements and the benefits to support each business case
- Proven experience of working with cross functional project teams and working as part of a wider technology team
- Proven track record in successful implementation and adoption of new technologies and new ways of working
- Ability to work effectively across a multi-site operation
- Ability to manage operational risk effectively and ensure strong security measures within any change process

Portfolio Management Skills

- Excellent planning and portfolio management skills, with strong ability to prioritise and ensure delivery to objectives
- Experience of working with innovative, agile and project management tools and techniques
- Highly effective budget management skills and use of resources across a complex project portfolio

People Skills

- Ability to develop and manage successful relationships with all stakeholders
- A track record in the management and development of project and business transformation teams; ability to propose and manage an effective and up to date training and CPD programme for team members
- Strong team player and leadership skills with ability to deal effectively with a wide range of people
- Highly effective relationship management skills with ability to maintain positive relations with client groups and stakeholders
- Effective people management skills to manage and develop direct reports
- Experience of managing and working effectively with multi-disciplinary teams and of managing suppliers and third-party stakeholders

Continuous Improvement

- Ability to work to and support a culture of continuous improvement across the team
- Commitment to delivery of a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role.