Background

Scottish Natural Heritage is the public body charged with caring for some of Scotland’s most precious and important assets – its wildlife and landscapes. Our job is to protect and enhance this asset but also to promote its understanding and enjoyment by people in Scotland, encouraging everyone to care for nature. These things are seen as inseparable – people will care for these assets more as they understand their value and relevance to their own lives in terms of delivering economic and social benefits for everyone.

The organisation, like many others, is facing a time of significant change. Changes in the public sector financial environment, in our relationship with Europe, in the expectations of government and citizens and in digital technology all mean the organisation needs to find new ways of working. This will be both challenging and energising and means we are looking to attract individuals with an innovative and adaptable approach to these challenges.
The Person

We are looking for someone with experience and a track record in the following areas:

- A strategic approach to acquiring, managing and using information and expert knowledge to meet corporate objectives.
- An ability to analyse and prioritise information and communicate it authoritatively to a range of customers including senior politicians and the SNH Board.
- Effective management of people and finances to ensure high performance, collaborative working and efficiency.
- Working in a senior management team to provide leadership to the organisation, helping to set and deliver corporate goals and adjusting to the requirements of change in a leadership team context.
- Effective working with a wide range of stakeholders

We will be most interested in individuals who also offer the following:

- An understanding of the current issues affecting Scotland’s natural heritage.
- A professional background in one of the key disciplines or spheres of knowledge which are core to SNH’s remit.
- Experience of using different media and communication channels to convey corporate messages.
- Experience of working with a non-Executive Board.
- Understanding of the Scottish public sector and its political context.
- Experience of implementing policy as well as informing its development.
## Role Profile

**Job title:** Transformation and Business Services Director  

**Grade:** H (starting salary - £69,143)  

**Location:** Any large SNH Office (Aberdeen, Clydebank, Edinburgh, Inverness, Perth)  

**Vacancy type:** Full-time permanent  

**Hours:** 37 hours  

**Closing date:** Midnight on 3 September 2017  

**Proposed interview date:** Week commencing 2 October 2017
Job Purpose

To lead the development and delivery of a programme of Business Transformation across SNH which will comprehensively review what we do and how we do it in order to ensure that we can continue to deliver high quality front line services and maximize customer satisfaction in the most cost-effective and efficient manner.

To work with Board Members and the Senior Leadership Team to embed service transformation in the organisation, working to achieve a culture of continuous improvement.

To contribute to the delivery of SNH’s Corporate Objectives all of which underpin our overall goal of connecting people with nature.

To lead provision of 21st century corporate support services – Human Resources, Finance, Property, Technology, Business Planning and Information Management – providing our staff and customers with a seamless experience that exceeds expectations.

Current reporting structure (may be subject to further review)
Key Responsibilities and Accountabilities

- To develop the business transformation programme in close liaison with internal service providers and other stakeholders – including shared services – with clear and tangible benefits.

- To exploit digital technology to develop our approach to diversification of income, identifying and attracting new streams of investment in SNH and in Scotland’s natural environment.

- To oversee business support services (Finance & Planning, Business Prioritisation and HR Services) through line management of the Head of Planning & Resources.

- To advise and support Directors and Heads of Service in undertaking Business Transformation projects and ensure effective governance is in place to support delivery across all programmes and initiatives.

- To ensure appropriate links with other programmes within SNH and ensure that ownership is taken of risks, and dependencies between programmes are identified and managed effectively.

- To fulfill the responsibilities of SNH’s Senior Information Risk Owner and take overall strategic responsibility for records management in SNH Records Management Plan.

- To implement our Digital Strategy to meet our customer expectations for accessing information and services; enable the monitoring of customer satisfaction and identify changes to service areas required to meet customer need and to coordinate the management of the delivery of complex business transformation projects defined within it.

- To commission work with external suppliers and consultants; build positive relationships; negotiate costs and control expenditure to ensure cost effective solutions are introduced.
Managing Resources

As a Director responsible for managing staff and other resources:

– To ensure that staff management and the deployment of staff resources are undertaken in an effective and efficient manner.
– To ensure that the organisation’s policies and requirements for Health and Safety and Staff Welfare are complied with.
– To ensure that mechanisms for allocating and reviewing resource deployment, including budget management, work recording and job planning, are effective in supporting delivery of the organisation's objectives.
– To manage staff performance.
– To help staff to realise their potential and develop their careers.
## Required skills and abilities

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<tr>
<th>Skills</th>
<th>Proficiency Level</th>
<th>Desirability</th>
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<tr>
<td>Substantial experience of leading business transformation, programme management and project management across organisations and sectors.</td>
<td>Expert</td>
<td>Essential</td>
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<td>Evidence of successful delivery of large scale change programmes that have realised savings and service improvements for the organisation.</td>
<td>Expert</td>
<td>Essential</td>
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<td>Ability to use sound judgement and analyse complex information, identifying key and relevant issues.</td>
<td>Expert</td>
<td>Essential</td>
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<td>Proven experience in using digital solutions to improve business outcomes.</td>
<td>Proficient</td>
<td>Essential</td>
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<td>Knowledge of effective internal communications, staff engagement, raising awareness and understanding of key messages for internal audiences.</td>
<td>Expert</td>
<td>Essential</td>
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<td>Experience of innovative approaches to procuring services and of managing relationships with suppliers.</td>
<td>Proficient</td>
<td>Essential</td>
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<td>Experience of leading change initiatives at a cross-organisational, or cross-sectorial, level with evidence of positive outcomes from these.</td>
<td>Expert</td>
<td>Essential</td>
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<td>Experience of working at a political level and a good understanding of the current political context.</td>
<td>Expert</td>
<td>Essential</td>
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<td>Have experience of managing significant numbers of staff at a senior level and operating effectively as part of the Senior Management Team.</td>
<td>Expert</td>
<td>Desirable</td>
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<td>A degree or equivalent in a relevant subject plus relevant post-graduate experience.</td>
<td>Desirable</td>
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<td>Excellent management and team building skills and the ability to coach and influence to achieve results.</td>
<td>Proficient</td>
<td>Desirable</td>
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<td>Experience of delivering customer-focused services in a complex environment.</td>
<td>Proficient</td>
<td>Desirable</td>
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Application Form

To apply for this vacancy please click here.

Contact details for further information on this vacancy

For a confidential discussion regarding the post please contact:

Donogh O'Brien, Andrew Thomson or Lauren Neil at Aspen People on 0141 212 7555

For further information regarding the application process please contact:

Lauren Neil at Aspen People on 0141 212 7555 or lneil@aspenpeople.co.uk

Further discussions will be possible at an appropriate stage of the process with:

Joe Moore, Acting CEO
or
Francesca Osowska, Chief Executive Officer (by email)