Job Description: Head of Business Transformation

Job Description

Job Title:	Head of Business Transformation
Location:	Hybrid
Reports to:	Group Executive Director (Business Services)
Staff Responsibilities:	Business Services staff
Hours of work:	35 hours per week
Salary Range:	

Summary of Position:

The Head of Business Transformation will lead a comprehensive digital and business transformation agenda across all parts of the organisation. The role focuses on aligning digital innovation, IT, process improvement, and people development while leveraging artificial intelligence (AI) and other emerging technologies to optimise operations and data utilisation. The role is responsible for driving transformative change, ensuring the organisation remains competitive, data-driven, and future-ready in a rapidly evolving digital landscape.

Primary Responsibilities

Business and Digital Transformation Strategy	Develop and implement a cohesive digital and business transformation strategy across the organisation that aligns IT, processes and people with organisational objectives, focusing on short, medium and long term business priorities.
	Champion the ethical use of AI and other emerging technologies to unlock operational efficiencies and enhance effective decision making.
	Ensure transformation initiatives are integrated across all parts of the Group
	Identify digital opportunities that align with business goals, enhancing the customer experience and improving internal efficiency.
Leadership and Management	Provide effective leadership and management of a team including resource and budget management.
	Demonstrate strong leadership across the business and as an active member of the Senior Leadership Team, providing strong project and programme management leadership
	Build effective relationships with a diverse range of stakeholders, internally and externally
	Embed a continuous improvement culture to business transformation, that empowers functional teams to embrace improvement whilst providing specialist transformation support.

Digital Innovation, AI Integration and IT Alignment	Drive the development and optimisation of IT systems and digital infrastructure to support business objectives, scalability, and innovation.
	Lead the exploration, implementation and scaling of AI, automation and digital solutions to improve productivity, automate processes and enhance decision making
	Ensure core IT systems are future-proofed to support AI-driven solutions, cloud-based technologies, and digital-first business models.
	Collaborate with stakeholders across the Group to identify opportunities of AI applications in line with business processes
	Establish and maintain a governance framework, to manage AI ethics, transparency and accountability and security across digital initiatives
Data Management and Utilisation	Develop and execute a comprehensive data strategy, prioritising data flow, governance, security and accessibility
	Drive the adoption of enhanced data analytics and business intelligence tools to improve decision making
	Promote culture of data literacy, enabling teams to leverage insights for innovation and performance improvement
Process Improvement	Partner with cross functional teams to digitise and to streamline workflows and deliver high performing, scalable processes
	Provide leadership in digital process reengineering initiatives required to support future efficiency and business goals
	Ensure business assurance considerations are factored into all process improvement initiatives, ensuring processes remain compliant
People and Change Management	Ensure a people focused approach to all transformation initiatives is in place, supporting people through change management initiatives that build confidence in new technologies
	Ensure the effective delivery of training programmes that enhance digital literacy, AI fluency, and change readiness across all levels of the organisation
	Act as a change champion, ensuring clear communication and stakeholder engagement throughout the transformation journey
Business Assurance	Act as the Senior Leadership Team (SLT) lead on quality and business assurance across all areas of the organisation.
	Provide line management for the Business Assurance Manager to ensure Business Assurance function is effectively managed and represented within the SLT.
	Ensure strategic risks are identified and plans are in place to effectively mitigate them, working with stakeholders to ensure effective risk ownership and risk accountability.
Additional Responsibilities	To be a Fusion21 ambassador.

	To operate in a professional and safe manner at all times in line with statutory duty and the policies and procedures of Fusion21.
	To adhere to Financial Regulations and company policies at all times.
	To undertake any additional duties that may be deemed appropriate from time to time.
	To ensure that the promotion of Equality, Diversity and Sustainability are central to the organisation's activities.

Personal Specification

Post holders that do not meet the essential criteria will be given an appropriate period of time to meet the essential criteria. Fusion21 will support individuals in their learning and development to achieve this.

	Essential	Desirable
Skills, Qualifications & Training	Good interpersonal skills, able to build and manage effective working relationships with internal and external stakeholders at all levels.	
	Leadership and motivational qualities, evidenced by good track record of managing staff and/or consultants/suppliers.	
	Excellent commercial judgement and business acumen	
	Strong understanding of change management principles and stakeholder engagement strategies.	
	Outstanding organisational and time management skills	
	Strategic thinker with the ability to translate complex challenges into actionable plans.	
	Analytical mindset with the ability to translate complex data into actionable insights.	
	Adept at managing multiple priorities in a fast-paced environment.	
	Deep understanding of AI technologies, including machine learning, natural language processing, and predictive analytics.	
	Expertise in change management, stakeholder engagement, and cross-functional collaboration.	
	Evidence of ongoing continued professional and personal development	
Knowledge	Extensive knowledge of IT systems, emerging technologies, process improvement methodologies	
	Proven expertise in implementing AI technologies and integrating them into diverse business functions.	

	Strong understanding of data management best practices, IT infrastructure, and emerging technology trends.	
Experience	Experience leading digital and business transformation programs with a strong focus on AI, IT alignment, and process improvement. Management of IT category suppliers and vendors to ensure continuity and consistency of effective service for the business.	Experience in the use of web based CRM systems.

Behaviours, Qualities and Attitude	As part of the Senior Leadership Team, behaviour expectations are covered in the SLT Terms of Reference.	Challenges and refreshes own values, beliefs, leadership styles and approaches.
	Successfully manages a range of personal and organisational demands and pressures, overcoming setbacks where goals cannot be achieved and quickly refocuses.	Overtly role models the giving and receiving of feedback.
		Is articulate and persuasive in representing the interests of the company internally and externally.
	Sets challenging but realistic personal and business goals and is motivated to achieve them through others. Manages expectations for business and individual performance and proactively communicates.	Shapes and evaluates the impact of decisions on company strategy and performance and on broader objectives.
	Is visible and accessible to others.	
	Demonstrates engaging language which encourages others to commit to the organisational strategy and direction.	
	Defines and delivers communications and language which promotes a culture of openness, transparency, and integrity.	
	Promotes effective team working and appreciates the efforts of others.	
	Builds high performing inclusive teams that contribute to productive and efficient service, promoting autonomy and empowerment of team members.	
	Shapes the business offering to enable improved stakeholder value and growth.	
	Proactively builds networks to promote and support the organisation, identifying key stakeholders and shapes how they will utilise and engage with the business.	
	Positively challenges colleagues' thinking to find better and more effective ways of delivering services and quality.	
	Accesses creativity and innovation from relevant individuals and groups and works collaboratively across the business.	
	Identifies and builds effective networks with a range of influential stakeholders internal and external to the organisation.	
	Maintains high standards of ethical procurement.	

Prepared by

Name:	Mark Chadwick	Signature:		Date:	
Title:	Group Executive Director (Business Services)				

Note: This job description is not exhaustive and is not a comprehensive list of all the tasks that may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken. The post holder is also expected to carry out other duties which are broadly consistent with the role as identified below. This job description will be subject to periodic review, and it may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process, and we would aim to reach agreement on any changes.