

<b>Job Title:</b>	Transformation lead	<b>Contract/Dept:</b>	Strategy & Advisory
<b>Reports To:</b> (Job Title)	S&A Practice lead	<b>Reports:</b>	None
<b>Location:</b>	Home and client site as required	<b>Post Holder:</b>	None
<b>Created By:</b>	Malcolm Cathcart	<b>Date Created:</b>	24-Jan-2023
<b>Owner:</b>	Malcolm Cathcart	<b>Line Manager:</b>	Malcolm Cathcart

**Inciper values:**

We believe in working with our clients, not for them. By working in a more personal way, we can support organisations across an entire programme lifecycle, securing buy-in from the right stakeholders and responding to developments as they happen. Inciper has a proven record of delivering strategy development, delivery frameworks and operational support that drives business value – on time and within budget.

Inciper work differently because we think differently. Since launching, Inciper has had one vision – to be the go-to consultancy for organisations looking to benefit from improved ways of working powered by Microsoft technology.

This vision feeds into everything we do and is instrumental to the flexible, agile, outcome-focused approach we adopt in all our projects. In other words, if what we are doing doesn't deliver a direct value for our clients, we question why we are doing it.

There is no reason for business leaders to have to wait months and sometimes years to see any value from their Microsoft Business Application investments. Our approach enables clients to see progress from day one and realise ROI quicker.

**Job Purpose:**

Delivery of digital transformation outcomes to our clients, helping them to understand their potential transformation journey and working with our delivery teams to ensure that the expected business benefits are being delivered. Develop opportunities in your network for digital transformation engagements.

**Key Tasks:**

- Prepare, run and document digital transformation discovery initiatives
- Stakeholder management at the C-level
- Facilitate workshops using Design Thinking techniques
- Identify business benefit and value realisation from digital transformation for the client
- Where required, help organisations with discovery of vision, mission, and objectives
- Create a transformation roadmap to enable the client to understand their next 2 or 3 years of change
- Use your experience of transformation and change projects to help clients understand what comes next
- Work alongside the Inciper implementation team to create business case for change
- During and after any implementation project, work with the client and the project team to ensure that business benefits are being realised
- Engage in marketing initiatives to increase pipeline of work to Strategy & Advisory
- Work with Inciper solution architects to create roadmap for business change
- Working with the practice leads on estimation of delivery in order to produce a TCO for the recommended changes

**Other Tasks:**

<b>Approver:</b>	Mark Roberts	<b>Approved on:</b>	
<b>Version:</b>	1	<b>Review</b>	Annually

- Run change management for clients alongside an implementation programme
  - Create training and comms plan to enable clients to achieve maximum success
- Assist clients to set up centres of excellence to service their Microsoft business applications
  - Create a service catalogue for incoming tickets
  - Design right-size processes for service delivery
  - Where necessary, set up appropriate training for centre of excellence
- Carry out quality assurance audits on running projects and give the client team guidance and advice on how the project could be improved
- Operate as project director on a running project
  - Build relationships with senior stakeholders at client or 3<sup>rd</sup> party
  - Help to clear any blockers out of the way of the project team to allow them to run a smooth project
  - Point of escalation beyond the project management on the project
  - Reporting to management on client relationship status

### Person Specification

<b>Job Title: (&amp; Grade)</b>	Transformation lead	<b>Department:</b>	Strategy & Advisory
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	Essential	Desirable
<b>Education</b>		<ul style="list-style-type: none"> <li>• CIMA/ACCA qualified</li> </ul>
<b>Skills &amp; Knowledge</b>	Workshop facilitation Corporate strategy models, tools and techniques	<ul style="list-style-type: none"> <li>• ProSci ADKAR</li> <li>• Design thinking techniques</li> <li>• ITIL foundation</li> </ul>
<b>Experience</b>	Experience of digital transformation Working with clients as an account director Sales & marketing, development of go-to-market propositions	<ul style="list-style-type: none"> <li>• Operational finance</li> </ul>

*Please Note:*

*All details are provided for guidance only; they do not necessarily limit the responsibilities and accountabilities of the job. Full details of employment terms are provided within offers of employment, and appropriate policies within the Company.*

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<b>Version:</b>	1	<b>Review</b>	Annually