Director of Business Services and Transformation

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. Our vision is that by 2030, Scotland is recognised as a world leader in looking after and improving nature. Everyone is involved; everyone benefits. Scotland is greener, healthier and more prosperous.

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.

We will judge our success by how well we are delivering benefits for Scotland, as we focus on connecting people and nature.
Role Profile

Job title: Director of Business Services and Transformation
Grade: H (starting salary - £69,834 per annum)
Location: Any large SNH office (Inverness preferred, Edinburgh, Aberdeen, Clydebank, Perth considered)
Vacancy type: Full-time permanent
Hours: 37 hours
Closing date: 8 April 2018
Proposed interview date: 11 May 2018
**Job Purpose**

This position is part of our Senior Leadership Team and works with Board Members to provide leadership and direction to SNH, through delivery of corporate and business services functions and organisational transformation. This involves working with colleagues across the organisation to embed a culture of innovation and continuous improvement. It includes working collaboratively with stakeholders and networks to develop and implement new initiatives and optimise the performance of the organisation.

To lead provision of 21st-century corporate and business support services – Human Resources, Finance, Planning & Performance, Property & Facilities, Technology and Information Management – providing customers and colleagues with a seamless experience that meets their needs.

To lead the delivery of an organisational transformation programme across SNH, enabling the organisation to achieve the outcomes and aspirations in our new Corporate Plan – Connecting People and Nature.

The resources of SNH include a workforce of 606 FTE, a budget of £50.4m and 28 offices and 35,000Ha of land across Scotland.

**Current Reporting Structure:**
Key Responsibilities and Accountabilities

– To develop and lead organisational development to embed a culture of innovation and continuous improvement, delivering improved business systems and initiatives to facilitate the achievement of our Corporate Plan outcomes. To ensure appropriate links with other programmes within SNH and ensure that ownership is taken of risks and dependencies between programmes.

– To provide leadership and direction to the delivery of corporate and business support services across SNH. This role is responsible for ensuring internal services and systems meet operational needs and enable the successful running of the organisation.

– To ensure that projects and programmes of work are developed and delivered collaboratively in close liaison with customers, internal service providers and other stakeholders, with clear and tangible results.

– To oversee sound financial management, outcome-driven business reporting, strategic development and business planning to support long term sustainable performance.

– To lead on governance and risk oversight to provide assurance to the CEO on the delivery our public body accountabilities.

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

– To lead on SNH’s workforce planning and development to enable our people and to ensure that SNH has the right people, with the right skills at the right time in the right place to deliver our Corporate Plan outcomes.

– To develop our approach to diversification of income, identifying and attracting new streams of investment in SNH and in Scotland’s natural environment, with evidence of a clear commercial awareness.

– To identify digital opportunities and drive implementation of our digital priorities to meet our customers’ needs for access to information and services to help connect people and nature.

– To lead the corporate services directorate teams (125 FTE) and oversee the management of a range of other resources (budget £4.7m).
Required skills and abilities:

<table>
<thead>
<tr>
<th>Skills</th>
<th>Proficiency Level</th>
<th>Desirability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Substantial experience of leading programmes and large scale projects at cross-organisational and cross-sectoral levels.</td>
<td>Expert</td>
<td>Essential</td>
</tr>
<tr>
<td>Evidence of previous commercial experience and examples of where opportunities to generate income have been optimised.</td>
<td>Expert</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to use sound judgment and analyse complex information, identifying key and relevant issues.</td>
<td>Expert</td>
<td>Essential</td>
</tr>
<tr>
<td>Proven experience in using digital solutions to improve business outcomes.</td>
<td>Proficient</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of leading innovation, change and improvement, with evidence of positive outcomes and strong staff engagement.</td>
<td>Expert</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of working in a political context and forging strong relationships with a wide range of stakeholders.</td>
<td>Expert</td>
<td>Essential</td>
</tr>
<tr>
<td>Have experience of strategic resource management at a senior level and operating effectively as part of a Senior Leadership Team.</td>
<td>Expert</td>
<td>Desirable</td>
</tr>
<tr>
<td>A degree or equivalent in a relevant subject plus relevant postgraduate experience</td>
<td>Desirable</td>
<td></td>
</tr>
<tr>
<td>Excellent leadership and team building skills with the ability to coach and influence to achieve results</td>
<td>Proficient</td>
<td>Desirable</td>
</tr>
<tr>
<td>Experience of delivering customer-focused services in a complex environment</td>
<td>Proficient</td>
<td>Desirable</td>
</tr>
</tbody>
</table>
Application Form

To apply for this vacancy please download the application form [here](#).
Once completed please return to: recruitment@snh.gov.uk

For further information regarding the post or application process please contact:

Jean Stewart  
HR Services  
Scottish Natural Heritage  
Great Glen House  
Leachkin Road  
Inverness IV3 8NW  
Tel: 01463 725158  
e-mail: [recruitment@snh.gov.uk](mailto:recruitment@snh.gov.uk)