

## JOB DESCRIPTION

<b>POST TITLE:</b>	Delivery Manager (Analogue to Digital)
<b>GRADE:</b>	12
<b>DIVISION / UNIT:</b>	Customer Services
<b>DEPARTMENT:</b>	Customer and Exchequer Services
<b>REPORTS TO:</b>	Programme Manager (Analogue to Digital)

### PURPOSE OF THE JOB

To provide operational leadership for the SMART Digital Transformation Programme. Managing the day-to-day operations of the programme.

Provide senior project management and business analysis expertise to enable the delivery of the programme, including the effective management of all staff and financial aspects of projects.

The role will manage Telecare Installation and Review Officers and Business Support Officers carrying out the activities to support the replacement of analogue equipment with digital telecare equipment for residents in Southwark and Lambeth. The transition from analogue to digital equipment is necessary due to the planned retirement of analogue communication protocols (copper phone lines) by the end of 2025.

### PRINCIPAL ACCOUNTABILITIES

1. To oversee the implementation and the roll-out of digital telecare equipment to approximately 3,000 service users' homes during the 12 to 18-month duration of the programme as the SMART service replaces existing analogue equipment.
2. To optimise the use of allocated resources through the planning, organisation, alignment and coordination of services within the remit to facilitate delivery of value for money outcomes that meet all statutory and regulatory requirements and deliver the required service outcomes.
3. Identify areas for improvement in the service; supporting development of standard operating processes, which eliminates waste, stops non-value adding activities and maximises the potential of simplified and shared ways of working and automation.
4. To lead and manage up to 10 staff responsible for the day to day delivery of the analogue to digital programme. Motivating the workforce, and embed a culture of performance

management and outcome delivery, ensuring that targets are met and a high quality of services is provided.

5. To provide specialist telecare training and guidance to staff. Providing managerial direction and leadership demanded by the team and programme.
6. To troubleshoot, triage and identify operational problems, and work with colleagues in relevant services to generate options for solving them effectively and efficiently.
7. To ensure that systems are in place throughout the life of the programme to manage cost, quality, and adopt best practice.
8. To monitor the work of internal /external contactors throughout project life, ensuring quality of work meet the programme's objectives.
9. To support the Programme Manager to oversee the SMART Digital Transformation Programme from inception to completion with appropriate aftercare and handover.
10. To engage effectively with a range of internal and external stakeholders, particularly Social Care teams and SMART clients, in the delivery of the programme. Ensuring that clients and staff experience of the new technology is collected, shared and acted on.
11. To carry out devolved tasks on behalf of Programme Managers from time to time and represent them in appropriate forums, as service needs demand.
12. To carry out any other duties consistent with the level and responsibilities of the role.

## **JOB CONTEXT / REPORTING to :**

This role, reporting to the Programme Manager (Analogue to Digital), will manage the day to day activities on the digital transformation programme. The SMART service currently monitors approximately 4,000 live client connections across Southwark and Lambeth.

BT, the organisation responsible for the infrastructure supporting analogue communication protocols in the United Kingdom has announced their Public Switched Telephone Network (PSTN) used to support analogue telephony will be shut down in 2025 at which time they will move to digital only protocols.

In light of the impending digital switchover, new digital telecare equipment that work over digital lines needs to be procured for residents so the SMART service can continue to support service users across Southwark and Lambeth. This programme will ensure all Southwark and Lambeth residents have their analogue telecare equipment replaced with digital ones before the digital switchover takes place by the end of 2025.

This role will work closely and collaboratively with staff in other departments, external partners and stakeholders to ensure the Analogue to Digital programme is successfully delivered.

## **Grade/Conditions of Service**

The employment is subject to a probationary period of twenty six weeks from your start date of employment with Southwark Council, during which time you will be required to demonstrate to the council's satisfaction your suitability for the position in which you are employed.

