

## JOB DESCRIPTION

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|-------------|--------------------------------------------|--------------------------|
| Job Title:  | <u>Head of Projects and Transformation</u> | Version: <u>02</u>       |
| Department: | <u>Projects &amp; Transformation</u>       |                          |
| Reports To: | <u>Director of Enablement</u>              |                          |
| Supervises: | <u>Project Manager (1 direct report)</u>   |                          |
| Grade:      | <u>18</u>                                  | Date: <u>06 Jul 2026</u> |

### Purpose of Job:

The Head of Projects and Transformation will have hands-on responsibility for delivering a broad range of projects across the organisation, many of which will be significant and transformational in nature. These projects, aligned with VTCT's corporate strategy, will include major initiatives, such as new technology implementation as well as changes to our processes and procedures.

The postholder will also be required to plan and monitor progress against the objectives associated with the delivery of VTCT's corporate strategy and provide monthly performance reports of the projects and change initiatives to the Corporate Leadership Team (CLT).

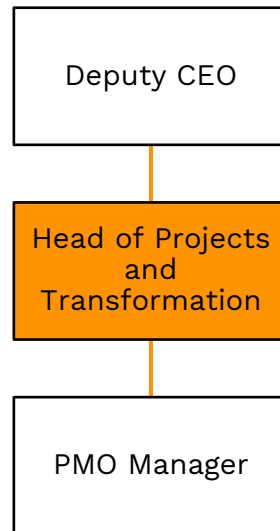
A critical aspect of the role is applying a systems mindset to review and redesign processes and systems across the organisation, ensuring VTCT becomes as easy as possible to do business with for our customers and delivers an exceptional customer experience. The post holder will ensure robust governance, effective resource coordination across all initiatives, building motivated teams and monitoring benefits realisation post-delivery.

The post holder will be able to aid the Project Sponsor to develop the most appropriate solution, including business-like supplier relationships, whether technology-based (including artificial intelligence) and/or process and people-related, to ensure VTCT embraces innovation and remains in the best possible shape for the future.

### Dimensions:

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|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Financial: | Financial: accountable for project budgets, ensuring robust forecasting and delivery of outcomes.                                                             |
| Staff:     | Staff: 1 direct report (PMO); matrix leadership of multi-disciplinary project teams across the organisation.                                                  |
| Others:    | Others: members of CLT; cross-functional collaboration with managers and subject matter experts; external partners and suppliers involved in change projects. |

## Organisation Structure:



## Principal Accountabilities:

- Provide hands-on strategic and operational leadership for the organisation's projects, ensuring alignment with corporate objectives.
- Define and lead on the organisation's project governance framework in line with recognised standards, including prioritisation methodology to deal with any conflicts or resource (whether financial, people or technology related) pinch points.
- Undertake post-project evaluative activity to determine project impact and return-on-investment, and identify lessons learnt to support a cycle of continuous improvement in project design, implementation and delivery.
- Champion continuous improvement in project delivery capability, including mentoring and developing organisational maturity.
- Establish and actively maintain project governance, including establishing the teams for the specific projects, project plans, stage gates, RAID management, change control and benefits tracking.
- Produce a monthly corporate strategy performance report and dashboard for the CLT, highlighting progress, project risks & issues, interdependencies and required decisions.
- Work with the Project Sponsor to develop the initial project business case
- Develop realistic, resourced plans for projects, agreeing priorities with sponsors and the CLT where capacity constraints arise.
- Ensure projects are delivered to time, cost and quality parameters, with clear scopes, success criteria, benefits profiles and post-implementation reviews.
- Support business case development, ensuring options appraisal, stakeholder input, benefits definition and measurable KPIs.
- Oversee procurement and contract activity that is directly related to transformation projects, ensuring compliance and value for money.
- Prepare clear and succinct project reports for senior stakeholders, escalating material risks, issues and decisions promptly.
- Embed effective change management and stakeholder engagement practices to secure adoption and sustain benefits.
- Ensure accurate resource planning across all projects, including assignment of subject matter experts and departmental leads through matrix arrangements.
- Uphold strong financial stewardship of project budgets, including forecasting, tracking and variance management in accordance with VTCT policies.

- Ensure technology and artificial intelligence opportunities are considered and embedded within projects and transformation initiatives where appropriate to maximise efficiency and innovation
- Line manage the PMO, setting objectives, conducting 1-to-1s and PDRs; developing their project delivery capability and standards.

### **General Responsibilities:**

- Undertake training and development as required by the organisation.
- Demonstrate by actions commitment to organisation's Values.
- Demonstrate by actions commitment to equality, diversity and inclusion.
- Any other duties commensurate with role to support the organisation's business needs.
- To be responsible for their own health and safety.

### **Working Relationships and Contacts:**

Internal: CLT; project sponsors; heads of department and managers; project teams and subject matter experts

External: suppliers and delivery partners engaged on change projects; relevant forums, user groups and conferences; legal advisers when required for procurement and contracting related to projects

## Person Specification:

| ATTRIBUTES                                                                                                                                                                      | ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | DESIRABLE                                                                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Knowledge</b><br><i>This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.</i> | <ul style="list-style-type: none"> <li>- strategic understanding of project and/or management principles, methodologies and governance frameworks (e.g. PRINCE2, lean, Six Sigma, MSP, Agile, Change Management Practitioner)</li> <li>- ability to align transformation initiatives with corporate strategy</li> <li>- experience in monitoring progress, managing risks and providing assurance to senior leadership</li> <li>- knowledge of change management principles and stakeholder engagement practices</li> <li>- strong understanding of systems and process design for organisational efficiency</li> <li>- awareness of emerging technologies and artificial intelligence applications for business improvement</li> </ul> | <ul style="list-style-type: none"> <li>- knowledge of the education sector, particularly awarding organisations</li> <li>- awareness of government policies relating to vocational training</li> </ul> |
| <b>Technical/Work-based Skills</b><br><i>This relates to the skills specific to the job, e.g. language fluency, typing skills, etc.</i>                                         | <ul style="list-style-type: none"> <li>- proven ability to provide hands-on leadership to drive multi-disciplinary teams to deliver projects to time, cost and quality</li> <li>- demonstrable experience in managing complex projects and change initiatives including management of interdependencies</li> <li>- strong skills in resource planning, benefits realisation and risk management</li> <li>- commercial acumen in procurement and contract oversight</li> <li>- ability to apply systems thinking to process improvement</li> <li>- ability to identify and leverage technology and AI solutions to enhance organisational performance</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>- familiarity with systems and tools commonly used in project portfolio management</li> </ul>                                                                   |

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| <b>General Skills/Attributes</b><br><i>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</i>                                                                                                                                                                 | <ul style="list-style-type: none"> <li>- ability to work with cross-functional teams, including senior stakeholders</li> <li>- excellent written and verbal communication skills, including ability to produce clear reports and dashboards for senior stakeholders</li> <li>- ability to influence and engage at Board and Executive level</li> <li>- strong negotiation and supplier engagement skills</li> <li>- ability to manage ambiguity and complexity across multiple projects/change initiatives</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>- ability to form partnerships with similar organisations to share best practice and collaborate on sector-wide initiatives</li> </ul>                                  |
| <b>Experience</b><br><i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive).</i><br><br><i>Please include a minimum no. of years' of experience where possible (i.e. 3+ years).</i> | <ul style="list-style-type: none"> <li>- extensive experience in designing and delivering complex project and programme management at a senior level</li> <li>- proven track record of delivering organisational transformation portfolios</li> <li>- experience of developing business cases and managing budgets</li> <li>- experience of reporting progress and performance to senior leadership teams</li> <li>- experience of process and systems redesign to improve customer experience</li> <li>- track record of successfully leading teams without formal line management accountability</li> </ul> | <ul style="list-style-type: none"> <li>- experience of procurement practices and contract management related to projects</li> </ul>                                                                            |
| <b>Qualifications</b><br><i>Please state the level of education and professional qualifications and/or specific occupational training required.</i>                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>- hold a degree or master's degree</li> <li>- recognised project management qualification or equivalent</li> <li>- evidence of continuing professional development in project and change management</li> </ul>                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>- degree-level qualification in business management or related discipline</li> <li>- MBA or equivalent</li> <li>- membership of a relevant professional body</li> </ul> |