



Role Profile

The Role			
Role Title:	Head of Design and Development	Reporting to (job):	Assistant Director of Transformation
Legacy job titles covered by this role profile:	new role	Jobs that typically report into this role:	Design and Development Leads
Function / Org Unit	Strategy and transformation	Job Number:	
Base and travel	Hybrid working (home, London office)	Band (<i>to be assigned by Reward</i>)	D
Role Dimensions			
Number of direct reports	4	Manager/Individual Contributor:	Manager
Number of dotted line reports	0	Budget (Operating/Capital)	TBC
Total No of Reporting Staff (include all direct and indirect reports)	4	Decision Making Authority & Responsibility for Resources	Full management (planning, budgetary, people and performance) responsibility for the design team.
Working Environment	Hybrid working (home, office - London and Southwater) with regular travel		
Role Purpose	Lead the design and development of the RSPCA Target Operating Model (TOM). Enabling the application of the strategy and vision to our business or operation. Deliver a high level representation of how the RSPCA can be best organised to more efficiently & effectively deliver and execute on the organisation's strategy. The TOM will		

	<p>provide a common understanding of the organisation by allowing people to understand the organisation from a variety of perspectives. This 2 year, fixed term role has been created to lead the design and development team for an internal consultancy to deliver our revised TOM and outlined service offering. The role will be responsible for the design of relevant pilots, development of business cases and the design and management of the TOM implementation.</p>
Principal Accountabilities	<ul style="list-style-type: none"> ● Provide internal consultancy to the RSPCA Transformation programme and Strategy function ● Operating model design across our Transformation programme ● Service design across our Transformation programme ● Research and analysis into key questions and/or proposals for strategy delivery ● Supporting and stress testing Commercial/Payment model design ● External partnership working, obtaining insight, learning, benchmarking and building partnerships as applicable ● Innovation hub - providing a home for testing new ideas against the operating model ● Input to scenario planning and sensitivity analysis - with the support of Finance FP&A ● Supporting implementation planning of the transformation - opportunities for pilots and proof of concept activity ● Providing business cases and options appraisal for key decisions ● Data analytics and Insights gathering as applicable in conjunction with the BI team ● Provision of progress reporting as required by the PMO and Business plan ● Line management of the Design and Development team ● Building strong relationships with stakeholders across the Society to inform and collaborate on all key outputs as applicable.
Key Interfaces	<p>Team members - building trust, providing clear leadership and direction, and fair and effective management.</p> <p>Wider strategy and transformation team - working collaboratively to identify and maximise governance opportunities across all high value supporter constituencies,</p> <p>Wider leadership (Heads) - establishing trusted working relationships with other Heads and negotiating support to deliver the governance plans.</p> <p>Senior leadership - building trusted working relationships with Directors and Assistant Directors to maintain an effective working knowledge of strategic plans across the Society, ensure high value fundraising is delivering effective financial and non-financial support and negotiating senior involvement in delivering</p>

The Person	
Personal Attributes and Key Competencies	<ul style="list-style-type: none"> ● Personal gravitas - ability to instil trust and confidence in leading a team. ● Leadership, ambition and vision: a willingness to provide strong leadership by example, motivating high levels of ambition and maintaining sight of the vision. ● Resolve and resilience: overcoming inevitable setbacks and frustrations as the Society goes through seismic shifts in its culture and preparedness around information governance. ● Clear, strategic thinking: identify, absorb and assimilate evidence (from external sources, internal performance data and experience on the ground) with an open mind, and use it to drive growth, course-correct and, when necessary, making change. ● Accountability and personal development: a strong sense of personal accountability and a desire to learn from mistakes and continuously improve.
Essential Key Skills, Qualifications & Experience	<ul style="list-style-type: none"> ● Degree level or equivalent in Knowledge of operating model/service design ● Building and maintaining good working relationships enterprise-wide, at all levels, to improve collaboration and implement culture & behaviour changes within an organisation ● Previous experience of liaising with and managing suppliers & consultants ● Line management including leading project and working group teams ● Leadership - an awareness of their own leadership style and how to use it to successfully lead a team ● Planning - ability to create and communicate plans at all levels, facilitating understanding and winning support for delivery. ● Financial acumen - ability to build and effectively manage budgets ● Decision-making - clear, timely and considered decision making skills ● Communication skills - the highest level of communication skills, influencing, negotiating and building enduring relationships inside and outside the organisation.
Desirable Key Skills Qualification & Experience	<ul style="list-style-type: none"> ● Experience of Google applications ● Experience of using Microsoft applications
Personal commitment to:	<ul style="list-style-type: none"> ● Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals. ● Take care of their own health and safety and that of others who may be affected by their acts and omissions.

	<ul style="list-style-type: none"> • Uphold the RSPCA's core values • Cooperate with Society policies and procedures • Understand and comply with any Society Code of Conduct.
RSPCA Core Values	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p>We are compassionate: we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p>We are inspirational: we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p> <p>We are committed: we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p> <p>We are expert: we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p> <p>We act with integrity: we are honest and trustworthy, we act with integrity, we do what's right.</p>

Creation and Authorisation			
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>			
Profile written by:	Emily Tierney	Role: Director of Strategy and Transformation•Strategy and Transformation	Date: March 2022
Approved by (operations):		Role:	Date:
Approved by (HR):	Lauren Burnett	Role: HRBP	Date: April 2022

Date Job last evaluated: April 2022		