

Business Transformation Lead

Job Description & Person Specification

Job Overview

At the heart of BrisDoc's journey towards greater innovation and excellence, the Business Transformation Lead plays a critical role in shaping and delivering change across the organisation.

This role brings together strategic oversight with practical delivery, ensuring that every improvement we make enhances both the experience of our patients and the working lives of our co-owners.

Acting as a partner to the CEO and Strategic Leadership Team (SLT), and as part of BrisDoc's Extended Leadership Team (ELT) this role will champion transformation, seek new opportunities for development, and embed sustainable improvement across all services and functions. This role will:

- Provide leadership to BrisDoc's Transformation Programme
- Support the CEO, SLT, and ELT to identify, develop, and deliver cross-organisational change
- Ensure improvements are meaningful, measurable, and aligned with organisational priorities
- Build a culture of continuous improvement that empowers teams and enhances services

Key Responsibilities

Scope and Boundaries

The Business Transformation Lead is accountable for shaping, enabling, and assuring BrisDoc's transformation agenda, but does not hold direct operational or clinical line responsibility. The role provides strategic leadership, programme oversight, and expert internal consultancy, working in partnership with executive, clinical, and operational leaders who retain ownership for service delivery, professional standards, and statutory accountabilities. Financial approval, workforce decisions, and clinical governance remain with the appropriate accountable person, with the postholder responsible for ensuring that change proposals are robust, evidence-led, and supported by clear governance and assurance.

Strategic Leadership

This role is about setting the tone for BrisDoc's transformation ambitions and inspiring others to follow. It demands someone who can articulate a compelling vision, lead with clarity, and mobilise the whole organisation around a shared direction for change. In this role the postholder will...

- Develop and lead the organisation-wide transformation strategy
- Align improvement activity with BrisDoc's values and operational goals
- Establish and co-chair the Transformation and Change Board alongside the CEO
- Promote a culture of innovation, collaboration, and results-driven change

Programme and Project Delivery

Bringing ideas to life requires structured execution. This postholder must ensure change is delivered effectively, with a strong grip on pace, interdependencies, and outcomes. In this role the postholder will...

- Oversee the planning, coordination, and delivery of multiple complex projects
- Ensure effective risk management and stakeholder communication
- Implement governance frameworks and progress reporting for all programmes
- Monitor and measure the impact of change on service quality and user experience

Business Case Development

Robust and compelling business cases are vital to justify change and secure investment. This role ensures BrisDoc can evidence the value of what it does and where it is heading. In this role the postholder will in partnership with relevant leads...

- Create and lead development of business cases for strategic and operational initiatives
- Articulate financial and non-financial benefits clearly
- Identify and assess new business opportunities
- Support commercial bids, tender responses, and contract renewals

Data and Analytics

Change should be evidence-led. This role champions the intelligent use of data to inform decision-making, drive improvement, and communicate progress. In this role the postholder will...

- Support the development of BrisDoc's business intelligence capabilities.
- Embed the use of data into programme design, delivery, and evaluation.
- Promote a culture of transparency and insight-driven decision-making.
- Ensure outcomes, KPIs and service quality metrics are effectively monitored.

Horizon Scanning and Opportunity Management

To stay ahead, we must anticipate. This role identifies future risks and opportunities and turns them into actionable plans. In this role the postholder will...

- Monitor internal and external trends to identify opportunities and threats.
- Align organisational development to emerging needs and system changes.
- Champion innovation and forward-thinking.
- Support BrisDoc to remain agile and responsive in a changing landscape.

Team Leadership and Internal Consultancy

Transformation requires capability and capacity. This postholder leads a dedicated team who support change across the organisation with the right tools, skills, and energy. In this role the postholder will...

- Lead, develop and manage the internal Business Transformation Team.
- Position the team as a trusted, high-quality internal consultancy.
- Build organisational capacity for change through coaching and knowledge sharing.
- Foster a supportive and high-performing team culture.

Key Measures of Success

Success in this role will be demonstrated through the delivery of sustainable, well-governed change that measurably improves organisational performance and experience. This will include:

- Delivery of agreed transformation priorities to time, quality, and within approved tolerances

- Clear evidence that transformation activity has delivered measurable benefits, including improvements in service quality, efficiency, user experience, or workforce outcomes
- Effective governance and assurance, with high-quality reporting that supports informed decision-making by the CEO, SLT, ELT, and relevant Boards
- Strong stakeholder confidence in the transformation approach, reflected in constructive engagement with co-owners, leaders, and partners
- Development of organisational capability for change, including strengthened internal skills, tools, and ways of working
- Positive feedback on leadership impact, credibility, and collaboration, aligned with BrisDoc's values and co-ownership culture

Person Specification

A strategic and compassionate leader the postholder will blend technical mastery with inclusive, values-based leadership. This individual will bring experience and presence to guide transformational change, build collaborative relationships, and model the ethos of BrisDoc at every level of their work.

Essential

- Significant experience in leading organisation-wide transformation within complex or regulated settings.
- Expertise in recognised improvement and change methodologies (e.g. Lean, Six Sigma, PRINCE2, Agile), with a track record of embedding sustainable improvement.
- Proven ability to develop strategic and operational business cases, aligning financial and non-financial benefits.
- Highly developed stakeholder engagement and influencing skills, with emotional intelligence and political sensitivity.
- Strong analytical capability and experience using data to inform strategic decisions, monitor KPIs, and communicate impact.
- Demonstrated success in leading and developing high-performing, values-led teams.
- Commitment to co-ownership principles and collaborative leadership approaches, with an ability to foster inclusive, empowering team cultures.
- Understanding of or sensitivity to addressing health inequalities, population health needs, and socially impactful service design.

Desirable

- Experience in NHS, primary care, urgent care or community health settings.
- Familiarity with service redesign, quality improvement science or digital transformation in care environments.
- Experience working alongside or supporting frontline health or care teams, with a clear understanding of the operational realities, challenges, and pressures they face.
- Demonstrated ability to engage co-owners and service users meaningfully in shaping change, ensuring lived experience and team insight inform improvement.

Values and Behaviours

The success of this role depends as much on how the person works as what they deliver. This postholder will embody BrisDoc's Co-ownership model and values, contributing to a culture that prioritises care, equity, and shared leadership.

- Actively champions patient-centred approaches and service quality.
- Builds strong, respectful relationships across the organisation.
- Leads with purpose, courage, and emotional intelligence.
- Demonstrates resilience, agility, and a learning mindset.
- Committed to advancing equity, inclusion, and wellbeing across teams and communities.