Transformation Manager, Enable Cares

£Job Description

Role Details			
Job Title	Transformation Manager	**Business Unit**	Enable Cares
Location	Highlands	**Report to**	Head of Operations/Regional Manager
Salary	£50,000 per annum	**Date completed**	October 2026

Role Summary

Enable is one of the largest, most impactful and fastest growing charities in the UK. A national organisation, with an extended reach and influence across Europe; Enable consists of three operating pillars, Enable Cares, Enable Works and Enable Communities, supporting over 15,000 people to live, work and participate as active citizens within their local communities across the country, and beyond. Employing over 3,500 people, Enable is one of the country's largest employers, operating with revenue levels of £100m per annum.

The Transformation Manager is a unique and highly versatile leadership role that combines strategic transformation, operational leadership, and frontline service delivery. The postholder will lead organisational improvement and development across a designated area while ensuring services remain safe, effective, and sustainable. Whether driving strategic change, providing management cover, supporting service recovery, or delivering direct support in a rural community, the Transformation Manager will play a critical role in ensuring high-quality outcomes for the people we support and the colleagues who support them.

The postholder will lead organisational change initiatives that improve outcomes for the people we support, enhance colleague experience, strengthen operational performance, and ensure long-term service resilience. The role combines strategic leadership with hands-on operational delivery. The Transformation Manager will work closely with operational teams to identify opportunities for improvement, implement new ways of working, and embed sustainable change. They will provide direct leadership support to services during periods of instability, service development, growth, or organisational change. They will proactively lead on strategic development, working with key stakeholders to develop and embed effective service delivery models. Recognising the challenges associated with rural and remote service provision, the postholder will also be required to provide management cover and, where necessary, direct frontline support to ensure continuity of care and support. This role is therefore suited to an experienced leader who can confidently operate at strategic, operational, and frontline levels.

Taking a strategic operational approach, the Transformation Manager will lead across the following key responsibilities:

Strategic Leadership and Transformation

- Develop and implement transformation plans aligned to organisational strategy and operational priorities.
- Lead service redesign and improvement programmes that enhance quality, efficiency, workforce sustainability, and outcomes for supported people.
- Identify opportunities for innovation and growth to embed sustainable, effective service delivery.
- Support the implementation of new operating models, workforce approaches, and quality frameworks.
- Analyse operational, workforce, financial, and quality performance data to identify trends and improvement opportunities.
- Develop and oversee project and transition plans ensuring successful implementation and delivery of transformation initiatives.
- Lead change management activity, supporting teams through periods of transition and improvement.
- Ensure that service improvements are embedded, sustainable, and deliver measurable benefits.

Operational Leadership

- Provide management oversight and leadership support to operational areas as required.
- Act as interim manager during vacancies, long-term absence, service mobilisation, or periods of organisational change.
- Ensure safe, effective, and person-centred service delivery across all assigned services.
- Support and challenge managers to achieve key performance indicators relating to quality, workforce, and financial performance.

- Lead service recovery and improvement plans where performance issues have been identified.
- Support the effective management of recruitment, retention, attendance, employee relations, and workforce planning.
- Act as a senior decision-maker during operational incidents or periods of service pressure.

Service Continuity

- Provide practical operational support where staffing shortages, emergencies, or service pressures place service delivery at risk.
- Undertake direct support duties when required to ensure continuity of care and support for individuals.
- Work alongside frontline colleagues to model best practice and support the implementation of improved ways of working.
- Maintain competence in operational systems, support delivery standards, policies, and procedures to enable effective frontline intervention when necessary.
- Provide support to rural and remote services where recruitment and workforce challenges can impact service sustainability.
- Participate in emergency response arrangements and support services during critical incidents, adverse weather conditions, and unforeseen operational disruptions.
- Build positive relationships with the people we support, families, and frontline colleagues to ensure transformation activity remains person-centred and informed by operational realities.

Workforce Leadership and Culture

- Promote a culture of accountability, continuous improvement, innovation, and collaboration.
- Coach, mentor, and develop operational leaders to build leadership capability and succession planning.
- Support implementation of workforce initiatives designed to improve recruitment, retention, wellbeing, and employee engagement.
- Lead teams through change while maintaining morale, performance, and service quality.
- Foster a positive workplace culture aligned with organisational values and behaviours.

Financial and Resource Management

- Support operational areas to achieve budgetary and financial targets.
- Identify opportunities for efficiency and effective resource utilisation.
- Monitor expenditure and support financial recovery plans where required.
- Ensure transformation projects deliver measurable benefits and value for money.
- Contribute to business planning and resource forecasting to support sustainable service delivery.

Quality, Governance and Compliance

- Drive continuous improvement in quality assurance outcomes.
- Support services in preparing for inspections, audits, and regulatory reviews.
- Ensure compliance with all relevant legislation, policies, and regulatory requirements.
- Monitor risk and ensure appropriate mitigation plans are in place.
- Ensure learning from incidents, complaints, investigations, and audits is translated into service improvements.

Stakeholder Management

- Develop and maintain effective relationships with people supported, families, colleagues, commissioners, regulators, and partner agencies.
- Represent the organisation at internal and external meetings, forums, and partnership groups.
- Promote collaborative working across departments to ensure successful implementation of change initiatives.
- Act as a visible and credible leader who promotes confidence and engagement throughout the organisation.

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Behaviours & Competencies

Our Organisational Values:-

- **Respect** We respect our customers and each other at all times
- **Integrity** We are always honest and truthful
- **Equality** We always treat everyone the same
- **Ethics** We will always try to do the right thing
- **Ambition** We always strive to improve the lives of customers and create the best environment for employees

Key Qualifications, Skills and Experience

- Degree level qualification or equivalent experience.
- Leadership/management qualification, or significant experience in a senior operational leadership role.
- Full UK driving licence and ability to travel extensively across the operational area.
- Significant experience leading multi-site social care, health, or third-sector services.
- Proven experience delivering large-scale transformation, improvement, or change initiatives.
- Experience managing complex operational challenges and service improvement activity.
- Experience managing budgets and delivering financial efficiencies.
- Experience developing and supporting operational leaders.
- Experience working within rural, remote, or geographically dispersed services.
- Experience providing direct support within social care settings.
- Experience supporting services through workforce shortages, service mobilisation, or periods of instability.
- Understanding of adult social care legislation, regulation, and best practice.
- Knowledge of workforce planning, recruitment, retention, and operational sustainability.
- Understanding of quality assurance, risk management, and regulatory compliance.
- Knowledge of change management principles and continuous improvement methodologies.

Personal Attributes

- Ability to think strategically while maintaining operational focus.
- Proven ability to influence, inspire, and lead through change.
- Strong decision-making and problem-solving capability.
- Ability to manage multiple priorities across diverse and complex services.
- Strong understanding of service delivery, workforce management, and performance improvement.
- Ability to quickly assess risk and implement practical solutions.
- Excellent written, verbal, and presentation skills.
- Ability to engage effectively with frontline colleagues, managers, senior leaders, commissioners, and families
- Comfortable operating across strategic, operational, and frontline environments.
- Ability to remain calm and effective during periods of pressure and uncertainty.
- Willingness to provide direct support and operational cover when required.
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