Digital Transformation Delivery Partner

**Location:** London, Birmingham, Leeds or Manchester with travel as required (we offer hybrid working)

**Full Time or Part Time:** Full Time

**Directorate:** Digital Solutions

**Purpose of the role:**

We are seeking a dynamic and proactive Digital Transformation Delivery Partner to support Ardent’s digital transformation journey. This role will act as the connective tissue between business needs and digital delivery — enabling effective change, driving adoption, and ensuring transformation initiatives are well-governed, well-communicated, and deliver measurable value.

The postholder will blend business analysis, relationship management, change leadership, agile delivery coordination, communication, and benefits management to help ensure our digital transformation strategy translates into sustainable impact across the organisation.

**Key Responsibilities**

**Business Analysis & Engagement**

* Engage with business leads to understand pain points, needs and opportunities.
* Translate these into clear, prioritised digital requirements and improvement proposals.
* Support discovery activities to identify current-state processes and future-state possibilities.

**Change & Adoption**

* Coordinate change and adoption activities to ensure that digital tools, data and processes are embedded and used effectively.
* Serve as a trusted partner during change, building understanding and confidence across the business.
* Identify risks to adoption early and address barriers to success.

**Delivery Coordination & Governance**

* Coordinate Ardent’s Digital Transformation Strategy on behalf of the Head of Digital Solutions.
* Run agile governance and planning processes (e.g. sprint cycles, stand-ups, retrospectives).
* Ensure timely, accurate tracking of updates, milestones, decisions and actions.
* Support preparation of regular programme reporting for leadership teams.

**Benefits Realisation & KPI Tracking**

* Define and track key performance indicators (KPIs) for transformation initiatives in partnership with initiative owners.
* Support creation and maintenance of benefits realisation plans to ensure value is tracked and visible.
* Use data and insight to evidence progress, surface risks, and recommend adjustments.
* Help build a culture of continuous improvement, data-driven decision-making, and delivery accountability.

**Stakeholder Management**

* Build strong relationships across the organisation — from Directorate teams to senior leadership.
* Act as the voice of the business within the digital team, and vice versa.
* Facilitate engaging workshops, demos and feedback sessions to promote two-way understanding.

**Communication & Storytelling**

* Produce clear, compelling communications about the digital transformation journey and its impact.
* Help translate digital strategy into engaging stories that inspire, inform, and align teams.
* Celebrate wins, surface lessons, and build belief in the value of digital.

**Skills & Experience**

**Essential:**

* Demonstrable experience in digital transformation, change management or business analysis.
* Solid understanding of benefits management and value tracking.
* Confident using data to report on performance, KPIs and delivery impact.
* Experience in agile delivery environments with good governance discipline.
* Excellent stakeholder engagement, communication and facilitation skills.

**Desirable:**

* Familiarity with transformation in land, utilities or infrastructure environments.
* Experience using tools such as SharePoint, Power BI, Trello, DevOps or similar.
* Change management (e.g. Prosci) or agile qualifications (e.g. Scrum Master, SAFe).

**Personal Attributes**

* Curious, people-focused and delivery-minded.
* Able to work across disciplines and turn complexity into clarity.
* Driven by value, impact and enabling others to succeed.

**What We Offer**

* A chance to help shape how digital transformation is delivered and adopted at Ardent.
* A collaborative environment where your voice and ideas can shape outcomes.
* The opportunity to be part of a purpose-driven team making a difference for communities and future generations.

*Ardent is an equal opportunities employer that is committed to inclusion and diversity. We positively encourage applications from suitably qualified and eligible candidates regardless of race, colour, religion or belief, age, sexual orientation, gender identity/expression, disability status or other legally protected characteristics.*

With people at the core of our business, we offer employees an unrivalled career opportunity rather than simply a job. In a fast growing organisation, we train, develop and support our staff to grow and achieve their career goals. This is supported by a number of initiatives to look after the wellbeing of our employees whilst allowing employees to work flexibility and maintain a positive work life balance.

We offer an attractive benefits package to include :-

* Hybrid working
* Smart Working Policy
* Medical health plan
* Career progression
* Coaching
* Cycle to Work
* Electric Car Scheme
* Enhanced maternity and paternity pay

For more information, please see our services page on our website at [www.ardent-management.com](http://www.ardent-management.com)

Interested? Get in touch!

Should you be interested in hearing more about the position or wish to send your cv in to [people@ardent-management.com](mailto:people@ardent-management.com) or contact Stuart Thomas [stuartthomas@ardent-management.com](mailto:stuartthomas@ardent-management.com)