

Head of Strategic Planning



Working better together
for our residents

Finance > Strategic Planning and Transformation

What's it all about

You are accountable for leading the organisations strategic planning agenda. In collaboration with senior leaders, develop strategic plans and objectives to ensure achievement of NHG's Corporate Strategy.

How you'll make a difference

You will lead NHG's strategic planning and business architecture capability, translating organisational strategy into clear, actionable plans that shape how NHG operates today and evolves for the future.

How you'll do it

- By shaping a coherent, customer-centred blueprint for how NHG delivers services, creating simpler and more consistent experiences for residents.
- You will provide the leadership, vision and governance needed to ensure the organisation invests in the right capabilities, designs services that centre on customer experience, and delivers transformation consistently and effectively.
- Lead the development and evolution of the enterprise operating model, business capability model, design principles and value streams, ensuring they reflect organisational strategy and are embedded across transformation programmes.
- Build and maintain a comprehensive Strategic plan for how the organisation will deliver the corporate strategy and become a truly customer centric organisation.
- Provide executive-level guidance on where and how the organisation should invest in change to maximise value, reduce duplication, and drive measurable outcomes.
- Lead and empower a high performing strategic planning team that is driving organisational excellence, value for money and successful customer outcomes
- Scan the external environment to identify best practice, innovative ways of working, and in and outside sector trends to inform strategic decision-making.
- Hybrid working – two to three days a week in our main office.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- **Compassionate** – You lead with empathy, prioritising customer and colleague experience.
- **Progressive** – You embrace innovation, drive continuous improvement, and champion new ways of working.
- **Dependable** – You act as an accountable leader, ensuring transformation activity delivers the intended outcomes.
- **Inclusive** – You champion cross organisational collaboration, ensuring senior leaders share ownership for strategic decisions and operating model design.
- **Empowered** – You influence decision-making confidently, enable teams, and create conditions for success through clarity, process, and technology.

This role is at Head of Service level, reporting to the Strategic Planning and Transformation Director.

Essential knowledge, experience and skills including qualifications and professional membership

- A proven track record of leading organisational strategy, enterprise business architecture and strategic planning in a large, complex organisation.
- Significant experience and expertise in operating model design.
- Professional certification in enterprise or business architecture (e.g., TOGAF, BIZBOK, Certified Business Architect) desirable.
- Experience advising executive teams and influencing strategic decisions.
- Strong capability in building business cases and providing portfolio-level impact analysis.
- Strong leadership and interpersonal skills, capable of inspiring and influencing senior stakeholders.
- Excellent written and verbal communication, including presenting to exec teams and boards.
- Strategic thinker with strong data analysis and evidence-based decision-making capability.