



## **Role: Deputy Chief Transformation Officer (Deputy CTO)**

**Reports to:** Commonwealth Chief Transformation Officer, Office of the Governor of Virginia

### **Overall Objective**

The Commonwealth Transformation Office was created by Governor Youngkin, via Executive Order #5, to bring business efficiency and effectiveness to government bureaucracy. We make government more responsive, more efficient, and more transparent and are doing so by driving transformational change at individual agencies such as the Department of Motor Vehicles and the Virginia Employment Commission as well as driving cross-agency transformations in areas as varied as economic development, prisoner re-entry, customer experience, overall organizational effectiveness, and many more.

All of these require analysis to identify areas of improvement and guidance and coaching to ensure that our government is transparent, accountable, and working for the citizens of the Commonwealth. A team with expertise, imagination, and enthusiasm for delivery of services, the Commonwealth's operations and finances, and customer satisfaction is necessary to accomplish these goals. We are seeking a small number of highly qualified individuals to join our existing high-performance team.

### **Role Description**

- Lead and/or coach agency personnel in driving multiple Transformation projects prioritized by the Governor and Chief Transformation Officer
- Supervise Transformation Office Associate(s), Analyst(s) and/or project managers
- Support the Transformation Office and agencies in all aspects of project management related to Transformations (e.g., regular meeting cadence; tracking action items, initiative progress, and value delivery; reporting on Transformation progress)
- Lead and conduct quantitative and qualitative analysis to identify cross-governmental and agency-specific performance improvements

### **Responsibilities**

- Work directly with agency leaders to help them identify and prioritize their management & improvement agendas
- Conduct research and analyses of improvement opportunities, communicate findings
- Provide problem solving support to Transformation Office and/or agency leaders
- Design, build and maintain dashboards of key performance metrics
- Prepare briefings for the Governor, CTO, and agency stakeholders
- Develop workshop materials to build capabilities necessary to sustain initiatives
- Note: details of responsibilities will be commensurate with experience and demonstrated ability and are subject to change over time as needed

## **Skills and abilities**

- Driven yet collaborative leadership style
- Impact oriented and pragmatic analytics and problem solving (80/20) skills
- Intellectually curious and open-minded; a good listener
- Ability to work effectively in a high pace environment
- Strong stakeholder engagement skills; resilient in the face of roadblocks
- Ability to communicate well with roles at all levels orally, in writing, and graphically
- Expertise in Microsoft Office applications (specifically, Excel, PowerPoint) required
- Highly numerate; has foundational data analytic and visualization skills, e.g., Tableau, Power Apps / Power BI, etc.

## **Experience and qualifications**

- Private sector transformation experience with a leading management consulting firm is strongly preferred
- Demonstrated success in conceiving, planning and driving operational and financial performance improvements
- Quantitative background preferred (e.g., finance, engineering, economics)
- Experience with Excel based modeling (financial and ad hoc)
- Experience with Customer Experience Design (X/D) projects a plus
- Public sector experience desirable but not required
- US citizen.
- Believes enthusiastically in Governor Youngkin's agenda
- Needs to work primarily in Richmond, Virginia (at least during the week)

## **Links to more information**

- Transformation Office website <https://www.cto.virginia.gov/>
- Governor Glenn Youngkin: <https://www.governor.virginia.gov/about/>
- Chief Transformation Officer Eric Moeller: <https://www.governor.virginia.gov/cabinet/name-920307-en.html>
- Governor Youngkin's Day One agenda: <https://www.youngkinforgovernor.com/game-plan>  
<https://www.governor.virginia.gov/news-releases/2022/january/name-919739-en.html>
- Executive Order Number 5: <https://www.governor.virginia.gov/media/governorvirginiagov/governor-of-virginia/pdf/eo/EO-5-CTO-Creation-Statewide-Audit-VEC-DMV.pdf>

## **Contact us for more information or to express interest**

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