

ROLE TITLE: Digital Transformation Advisor – Industrial Adoption Services

Reports to: Head of Engineering, Services Delivery

Direct reports including contractors: None

Budget: None

Key relationships:

- Reports into, collaborates with and acts as a digital specialism advisor to Head of Engineering, Services Delivery
- Relationship with Digital Transformation Programme Manager
- Advises/influences programme partners, clients, customer leadership and management teams
- Relationship with the Digital and Automation Engineering Teams, for deep technical knowledge and collaborating on relevant project deliverables

ROLE PURPOSE:

- To be a customer focused digital transformation advisor and engage with businesses through a diagnostic process to identify, influence, advise and deliver on digital engineering and transformation solutions.
- To deliver road-mapping activities in line with project or programme objectives. This will be in a range of complex and non-complex contexts.
- To provide mentoring and coaching to businesses and interns on the programme.
- Support continuous improvement activities of programme tools.

MAIN ACTIVITIES:

Customer Interaction:

- Act as the technical focal point for an SME engaged in a proscribed digital transformation programme. You will utilise standard tools and where necessary develop tools and processes to deliver clear guidance to customer to help them adopt digital technologies.

Manufacturing Business Transformation:

- Leveraging digital knowledge, experience and business acumen to determine the most effective pathway to deliver effective digital transformations, that best suits a customer's business
- Independently lead diagnostic assessments of customer operations to identify digitalisation opportunities that promote business's grow and become more innovative, agile and resilient by boosting productivity, reduce waste and increase sales.
- Shape and guide integrated digital transformation projects that result in successful adoption of advanced technologies.
- Advise customers on digitally enabled solutions such as real-time process flow monitoring, data-driven value stream mapping, predictive decision-making, and digital tools for tracking carbon/energy performance.
- Advise on appropriate digital manufacturing technologies, including but not limited; to additive manufacturing (3D printing), AR & VR, big data & analytics, CAD/emulation/simulation,

cognitive computing & AI (machine learning), data & systems integration, industrial cyber security, internet of things/CPS (sensors, barcode, QR codes, RFID, NFC, bluetooth etc), mobile devices & wearables, robotics, process control automation, digital twins, MES/ERP integration and any other toolsets that enhance efficiency, resilience, and agility.

- Create and refine digital methodologies, toolkits, and processes, ensuring knowledge capture and dissemination to internal teams and external customers.
- Champion the publication of technical content and case studies showcasing the impact of digital adoption on lean productivity and sustainability outcomes, acting as an exemplar in technical communication and reporting.

This Job Description is not an exclusive or exhaustive list of all activities that an individual in this position may be asked to perform. You may be required to undertake other responsibilities or activities, as requested by your line manager, to support your team or wider NCC activities.

PERSON SPECIFICATION

Essential	Desirable
<p><u>Qualifications/Experience</u></p> <ul style="list-style-type: none"> ■ At least 2 of the following: <ul style="list-style-type: none"> ■ Significant manufacturing business transformation experience or able to demonstrate extensive subject matter knowledge ■ Significant experience in a manufacturing, engineering, or industrial operations environment, preferably across multiple sectors. ■ Demonstrable and significant experience in deploying digital tools and technologies in industrial settings ■ Experience working directly with industrial customers, including engaging at senior levels (operations managers, directors, technical leaders). ■ Experience guiding and mentoring engineers, shaping capability, and ensuring high-quality technical delivery. ■ Ability to drive to customer sites under own initiative using own transport. 	<p><u>Qualifications/Experience</u></p> <ul style="list-style-type: none"> ■ Practical application of lean methods (5S, Kaizen, SMED, Six Sigma) in combination with digital tools. ■ Experience applying digitalisation to sustainability goals (energy management, carbon tracking, circular economy solutions). ■ Familiarity with organisational change, technology adoption, and cultural transformation in industrial settings.

Essential	Desirable
<p><u>Behavioural Competencies</u></p> <ul style="list-style-type: none"> ■ Effectively communicate with client teams at all levels including leadership. ■ Competent at report writing with a structured template. ■ Sees the bigger picture of industrial transformation; aligns digital solutions with customer strategy and long-term business impact. ■ Creditable as a subject matter expert; can influence senior stakeholders and peers through evidence and expertise. ■ Competently address engineering problems involving uncertainty, ambiguity, wide ranging and sometimes conflicting technical and non-technical factors ■ Clearly explains technical concepts to both technical and non-technical audiences; produces high-quality reports and presentations. ■ Able to prepare exemplary engineering documents and presentations pertinent to the audience ■ Proven ability to seek out novel developments in your engineering specialisation and apply specialist knowledge and systematic processes to evaluate and justify potential ■ Able to represent the NCCs short-long term strategic technical engineering position to the broader community ■ Has professional gravitas, smart and confident as a technical ambassador of the NCC 	<p><u>Behavioural Competencies</u></p> <ul style="list-style-type: none"> ■ Acts as a catalyst for cultural and organisational change in customer businesses, particularly around technology adoption. ■ Balances technical priorities with commercial realities; contributes to shaping service offerings and business models. ■ Experience in mentoring and coaching