

## Delivery / Team Lead (Tier 4)

### Tier 4b Delivery/Team Payroll

<b>Directorate:</b> <b>Service area:</b>	Resources HR - People solutions
<b>Accountable to:</b>	Delivery Lead - People Service Centre
<b>Accountable for:</b>	Insert Budget:£100k -£ 250k cost centre manager or influence over Headcount: 1:8
<b>Politically restricted post</b>	TBC
<b>Delivery teams:</b>	Payroll Senior Officers Payroll Assistants

### Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>● Managing team of Payroll Officers with responsibility for:- <ul style="list-style-type: none"> <li>■ Delivery of accurate and timely payroll service</li> <li>■ Gross pay input</li> <li>■ Net pay processing</li> <li>■ Overpayments</li> <li>■ Special payments</li> <li>■ Pension administration</li> <li>■ Payroll statutory reports</li> <li>■ Payroll system maintenance and testing</li> <li>■ Dealing with customer queries</li> <li>■ Processing and reconciliation of third party payments</li> <li>■ Payroll system testing</li> </ul> </li> </ul>
<b>Key business measures</b>	TBC
<b>Statutory responsibilities (if</b>	Not applicable.

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<i>applicable)</i>	
<b>Specific experience</b>	Substantial experience of working at a management level in HR Experience of managing a team Knowledge of relevant legislation and policy Evidence and experience of leading successful projects Ability to deliver a commercial approach to service delivery Experience of managing a traded service Experience of successful stakeholder management Experience of service and process improvement
<b>Specific qualifications/and registration</b>	CIPP Qualified or currently working towards
<b>Budget responsibility</b>	£100k -£ 250k cost centre management or influence over
<b>FTE responsibility (line management)</b>	Headcount of 1:8
<b>Key stakeholder relationships</b>	

### Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

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Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

### Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> <li>• Monitors the service performance framework</li> <li>• Effective service design</li> </ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"> <li>• Deals with performance issues</li> <li>• Maintains business continuity</li> <li>• Role model of how we work principles</li> </ul>

- Maintain business continuity in the event of service disruption

## **Delivery / Team Lead (Tier 4)**

- Effectively addresses performance issues within the team
- Enable the team to work in a high performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

## Delivery / Team Lead (Tier 4)

### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

### Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

