

## Delivery Lead Music Service (Tier 4a)

<b>Directorate:</b> <b>Service area:</b>	Communities Education Service Delivery
<b>Accountable to:</b>	Tier 3 Service Manager - Education Service Delivery
<b>Accountable for:</b>	Approx. £2.5 million c. 56 FTE
<b>Politically restricted post</b>	Yes
<b>Safeguarding:</b>	This role requires working with Children or Vulnerable Adults a Disclosure and Barring (DBS) check will be required as part of the pre-employment checking process, and rechecking will be required as and when determined by the relevant policy.
<b>Delivery teams:</b>	Music Service
<b>Grade:</b>	Soulbury 13-16 (+3 SPA)

### Context

You will play an active and important role as part of our service team working in partnership with our Commissioning Team Leaders to support the development and innovation of our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and core aims, delivery plans and outcomes.

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

### Key purpose of the post:

To provide leadership for Warwickshire's Music Service including the Music Education Hub for Warwickshire (Warwickshire County Council is the lead partner).

To ensure that the Music Service achieves sufficient income through traded work and grant-funded activity, and that the service operates cost effectively through an approved and monitored business plan following appropriate needs assessment and production of a published programme of activity.

As a major provider of musical opportunities, the service will continue to work in partnership with education settings and other organisations to contribute to a high quality, broad and balanced curriculum in education settings which seeks to enrich the lives of children and young people in Warwickshire (the service covers all phases from early years to post 16 and beyond).

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To lead, develop and manage an excellent standard of service delivery offering consistently high-quality music services to children and young people. This will be supported and enabled by a strong and appropriately in-depth knowledge of the economic, business and cultural and political environment within the county and region.

To ensure that all children are safe and feel safe while participating in any activities delivered by the service.

### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>• To lead, develop and manage an excellent standard of service delivery, offering consistently high quality, cost effective music services to children, young people and key stakeholders. This will be supported and enabled by a strong and appropriately in-depth knowledge of the economic, business, cultural and political environment within the county and region.</li><li>• Develop, implement and monitor a secure business plan and programme of activity in partnership with schools, music hub partners and stakeholders as lead organisation for Warwickshire MEH, accountable to Arts Council England in order to secure the MEH grant.</li><li>• Lead and support Warwickshire MEH and ensure robust monitoring and evaluation of provision by all partners.</li><li>• Ensure the music service and MEH reflects the needs of all children and young people in Warwickshire in a broad and rich programme of music activity.</li><li>• Ensure the Music Service can demonstrate, via a needs analysis, that it will support and maintain the Music Education Hub as the Lead Organisation.</li><li>• Establish a business development strategy that drives growth and realises the potential of Warwickshire Music and Music Education Hub by identifying and generating new business.</li><li>• Explore expanding the service to include providing performing arts traded activities to education settings.</li><li>• Lead, manage and monitor the Music Service staff and ensure they are effectively and efficiently employed in order to maximise the budget and ensure the best possible outcomes for children and young people.</li><li>• Oversee the development and implementation of an appropriate programme of staff development for the Music Service staff.</li><li>• Be responsible for the review and development of strategies and policies of the Music Service, ensure the service operates within the County Council's policies and plans and aligns to the Commercial Strategy and Education Strategy.</li><li>• Ensure the highest expectations for customer service and continually assess and review the quality of traded and Hub commissioning arrangements for schools and stakeholders.</li><li>• Ensure that systems and procedures are in place to evaluate the quality and impact of the traded services provided and to identify and agree actions which will achieve required</li></ul>
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	<p>improvements.</p> <ul style="list-style-type: none"> <li>• Ensure the budget for the Music Service is planned and monitored in accordance with WCC Financial Regulations.</li> <li>• Ensure the Music Service engages fully with appropriate professional partners and organisations in the cultural sector and its suitable represented locally, regionally and nationally.</li> <li>• Driving change, leading by example, finding solutions to complex service delivery issues/problems so that there will be a high-performance culture across the service where everyone feels they are able to make a difference.</li> <li>• Establish and lead the maintenance of a robust culture of safeguarding across the service.</li> <li>• Lead the safeguarding arrangements for the Music Service.</li> <li>• Ensure the service engages fully with appropriate professional partners and organisations in the creative and cultural sector and is suitably represented locally, regionally and nationally.</li> <li>• Any other duties and responsibilities within the range of the salary grade.</li> </ul>
<b>Key business measures</b>	<ul style="list-style-type: none"> <li>• Sustain a thriving Music Service and Music Education Hub.</li> </ul>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	<ul style="list-style-type: none"> <li>• Understand and implement legislation, policies and procedures relating to child protection and safeguarding, health and safety and security, confidentiality and data protection.</li> </ul>
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Experience of working at a senior level within the Music Education Sector.</li> <li>• Managing significant resources and budgets.</li> <li>• Experience of leading and managing successful teams.</li> <li>• Experience of making change happen, responding to internal and external financial and organisational pressures.</li> <li>• Experience of business planning and preparing funding applications to major funders such as Arts Council England.</li> <li>• Managing a successful traded service.</li> </ul>
<b>Specific qualifications/and registration</b>	<ul style="list-style-type: none"> <li>• Degree or relevant qualification in a Music/Arts related discipline</li> <li>• Qualified Teacher Status, or other appropriate qualification, with demonstrable experience of working with children and young people in schools, colleges, arts and/or cultural organisations, or other education settings.</li> </ul>
<b>Budget responsibility</b>	Approx. £2.5 million
<b>FTE responsibility (line management)</b>	<p>The service employs c.56 FTE</p> <p>Direct line management of 4 FTE (team leaders)</p>
<b>Key stakeholder</b>	<ul style="list-style-type: none"> <li>• Education Settings (across the full age range)</li> </ul>

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<b>relationships</b>	<ul style="list-style-type: none"><li>• Commissioners</li><li>• Arts Council England</li><li>• Music Hub Partners</li><li>• Local, regional and national partners in the creative and cultural sector</li></ul>
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- An ability to travel effectively, on a regular basis, across the whole county in line with service policy and practice.
- Evening and weekend work may be required.

### Generic capabilities of the role

<b>Generic Capability</b>	<b>Descriptor</b>
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)

<b>Generic Capability</b>	<b>Descriptor</b>
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 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.

<b>Generic Capability</b>	<b>Descriptor</b>
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

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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> <li>• Displays commitment to the protection and safeguarding of children and young people.</li> <li>• Values and respects the views and needs of children and young people; and models appropriate behaviour to promote safe and respectful behaviours across the service</li> </ul>

- Maintain business continuity in the event of service disruption
- 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 Lead Music Service (Tier 4a)

### 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



### Our Behaviours



**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

