

Delivery Lead- Education Traded Services Development

Directorate: Service area:	Communities Education Service Delivery
Accountable to:	Tier 3 Service Manager – Education Service Delivery
Accountable for:	2 FTE
Politically restricted post	Yes
Delivery teams:	Education Services Development Team
Grade:	Hay 10

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 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 to teams delivering traded activities within Education Services.
- Ensure co-ordination of Warwickshire's Education Strategy.
- To lead, develop and support Delivery Leads to provide an excellent standard of service delivery offering consistently high-quality services to service users. 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 enable Education Services to achieve sufficient income through traded work and/or grant-funded activity to ensure commercial and financial viability.
- To ensure teams operate cost effectively through an approved and monitored business plan following appropriate needs assessment and production of a published programme of activity.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• Lead and oversee the implementation of strategies for delivery of traded activity for the service.• Develop the practical delivery plans for traded activity in partnership with other teams delivering
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	<p>traded activity.</p> <ul style="list-style-type: none"> • Lead and manage the Education Services Development Team and related resources. • Support the development of future strategies to enable commercial sustainability and financial viability of the service. • Provide and interpret financial information to specific deadlines. • Work in partnership with other Council services and providers to deliver commercial products. • Support Delivery Leads to achieve both growth revenue and retention targets. • Look for opportunities to grow traded activities. • Ensure the coordination of the Warwickshire Education Strategy and related communication strategy with partners and stakeholders. • To manage the complaints process and reporting of complaints and production of audits to the senior leadership team. • Management of systems as required across Education Services. • Ensure the service engages with appropriate professional partners and organisations and is suitably represented locally, regionally and nationally. • Any other duties and responsibilities within the range of the salary grade • Deputise for the Service Manager in their absence.
Key business measures	<ul style="list-style-type: none"> • 100% of complaints responded to and resolved within WCC timeframes • Increase in traded subscriptions - TBC • % return on traded activity- TBC
Statutory responsibilities <i>(if applicable)</i>	N/A
Specific experience	<ul style="list-style-type: none"> • Experience of leading and managing successful services and teams. • Experience of managing a successful traded/commercial service. • Have experience of managing significant resources and budgets. • Experience of managing systems, such as, complaints processes. • Excellent project management skills. • Experience of making change happen, responding to internal and external financial and organisational pressures. • Experience of working with a range of partners and stakeholders at a senior level.

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	<ul style="list-style-type: none"> • Proven implementation of a strategy. • Action planning for service delivery, target setting, annual budgeting.
Specific qualifications/and registration	Degree level qualification in a relevant discipline or a relevant professional qualification.
Budget responsibility	Budgets as specified by the Service Manager – Education Delivery Services
FTE responsibility (line management)	2 FTE
Key stakeholder relationships	<ul style="list-style-type: none"> • Schools and academies • Commissioners • Commissioning and Strategy Managers • Delivery Managers • Internal stakeholders

- An ability to travel effectively, on a regular basis, across the whole county in line with service policy and practice.

Generic capabilities of the role

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

- 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"> • Statutory compliance • Professional practice • Procedure compliance

- 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.

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

- 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"> • Workforce development • Workforce planning

- 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"> • Monitors the service performance framework • Effective service design

- 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"> • Deals with performance issues • Maintains business continuity • Role model of how we work principles

- 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

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- 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

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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

