Delivery Lead People Skills and Organisation Development

Directorate: Service area:	Resources / Enabling Services
Accountable to:	Service Manager HROD
Accountable for:	Team Lead – People Skills Development Team Lead – Organisation Development EDI Practitioner EDI Advisor
Politically restricted post	No
Delivery teams:	People Skills Development Organisation Development EDI

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

Delivery responsibilities	- Working in partnership with Lead Commissioners to deliver our organisational outcomes. - Deliver customer focused and commercially viable services. - SME for area of responsibility and taking the organisational lead for this subject. - Support the Service Manager in achieving our organisational vision and outcomes - Manage your team of delivery resources to deliver on your delivery plan and its objectives. - Develop and maintain good working relationships with our range of key stakeholders - Key stakeholder relationships: - - Relationship management with Lead Commissioners - Professional relationship development with each Directorate Leadership Team

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	○ Professional relationship development with internal and external customers
	● Work collaboratively with the relevant lead commissioner to design people solutions / interventions.
	● Responsible for the implementation and delivery of relevant people solutions / interventions.
	● Delivery responsibility for the following areas:-
	   ○ Attraction
	   ○ Induction
	   ○ Learning
	   ○ Succession Planning
	   ○ Skills & Development
	   ○ Apprenticeships, graduates, placements & work experience
	   ○ Career pathways & career change
	   ○ Coaching & Mentoring
	   ○ Recognition schemes
	   ○ Reward schemes
	   ○ EDI
	   ○ Employee benefits
	   ○ High performing culture
	   ○ Values
	   ○ Behaviours
	   ○ Employee engagement
	   ○ Visible leadership
	   ○ Leadership development
	   ○ Performance framework
	   ○ Appraisals
	   ○ Exit interviews
	   ○ Outplacement
	   ○ Redeployment
	   ○ Leavers network
	   ○ Demand management interventions (in relevant area)
	   ○ Business development (in relevant area)
	   ○ HR Policies (in relevant area)
	   ○ Service improvement (in relevant area)
	   ○ Intranet content (in relevant area)

Key business measures	TBC
Statutory responsibilities *(if applicable)*	**N/A**
Specific experience	○ Substantial experience of working at a senior level in HR in a Learning

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	and Organisational Development role. ○ Evidence of Leading / coordinating projects defining requirements ○ Significant experience of managing a diverse team and leading change within the HROD function. ○ Evidence of designing, developing and delivering a broad ranges of learning and development products and solutions to meet organisational need to include: culture change , leadership, & performance, attraction and retention. ○ Evidence of managing relationships with internal and external customers and designing and delivering HR solutions to address business issues. ○ Evidence of Procurement and contract management. ○ Knowledge of relevant legislation and policy ○ Evidence of deliverering a commercial approach to service delivery ○ Experience of managing a traded service ○ Evidence of HROD system management and development.
Specific qualifications/and registration	○ Professionally registered with CIPD
Budget responsibility	£1.893M
FTE responsibility (line management)	**6**
Key stakeholder relationships	Assistant Directors Customers Lead Commissioners

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	● Deliver in year service plan (1 year) ● Effective contract and supplier management ● Meet budget, savings and income targets

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- 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	- Statutory compliance - Professional practice - Procedure compliance

- 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.

Generic Capability	Descriptor
Operational management	- 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	- 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	- Monitors the service performance framework - Effective service design

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- 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	- 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
- 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

*service = service, team, functions

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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

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

V1.0
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