

## (Tier 5)

### Tier 5 /Senior Support Officer People & Organisation Development, Scale G

<b>Directorate:</b> <b>Service area:</b>	Resources HR - People Solutions
<b>Accountable to:</b>	Team Lead People Skills Development or Team Lead Organisation Development
<b>Accountable for:</b>	N/A
<b>Politically restricted post</b>	TBC
<b>Delivery teams:</b>	N/A

#### Context

You will play an active role as part of our HROD service delivery team working in partnership with our commissioning teams to design and deliver customer focussed services that meet our delivery capabilities.

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

You will work collaboratively with 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 sector and customers.

#### Specific role assignment

<b>Delivery responsibilities</b>	To support and work closely with Practitioners in People and Organisation Development to enable effective planning, development and implementation of specific projects, service improvements and strategies for services across the Council.
<b>Key business measures</b>	TBC
<b>Statutory responsibilities (if applicable)</b>	Not applicable.
<b>Specific experience</b>	<p>Able to demonstrate a detailed knowledge, awareness and understanding of the range of tasks, practices and procedures relevant to the specialist area.</p> <p>Excellent IT skills, ability to use a variety of packages, and systems inc Excel, Word, PowerPoint and Google.</p>

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	<p>Excellent organisational skills, ability to prioritise, manage diary and work on own initiative, within a fast-paced environment.</p> <p>Ability to, and experience of, accounting for or having responsibility for financial resources, including working with financial spreadsheet.</p> <p>Ability to organise own workload and decide priorities.</p> <p>Ability to work under a high degree of pressure including meeting unpredictable deadlines and dealing with conflicting demands.</p> <p>Ability to deal with interruptions and use own initiative, to respond independently to unexpected issues and situations that arise.</p> <p>Ability to independently interpret and analyse information and facts to solve a variety of problems.</p> <p>High level of interpersonal skills with the ability to communicate a variety of information in person and/or in writing to a range of people.</p> <p>Ability to deal with sensitive issues tactfully, observing confidentiality.</p> <p>Willingness to learn and engage in new systems and process being developed within the team, and participate in in house development to support role as required.</p>
<b>Specific qualifications/and registration</b>	N/A
<b>Budget responsibility</b>	N/A
<b>FTE responsibility (line management)</b>	N/A
<b>Key stakeholder relationships</b>	

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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

