

Delivery / Team Lead (Tier 4)

Directorate: Service area:	Resources Legal and Democratic
Accountable to:	Tier 3 Strategy & Commissioning Manager Legal and Democratic
Politically restricted post	Yes
Delivery teams:	Democratic Services Information Governance
Job Title:	Delivery Lead Governance Services
Grade:	Hay F

Context

You will play an active role as part of our service team working in partnership with colleagues 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 sector and customers.

Specific role assignment

Delivery responsibilities	<ol style="list-style-type: none">1. To co-ordinate and manage a substantial and complex basket of work across both IG and Democratic and to operate at a senior level in all aspects of service delivery, applying sound judgement in reaching decisions and leading by example.2. Provide accurate, succinct and timely advice and support to Officers and Members of the Council, and external clients in your specialism as required and with a commercial/strategic insight. Manage the provision of such advice and support from other disciplines within your team area
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	<ol style="list-style-type: none">3. Support the Strategy & Commissioning Manager, the Delivery Leads and other Team Leaders in all aspects of the Service as required, including in leading, developing and supervising the team4. Support the effective operation and management of Legal and Democratic Services, including the delivery, maintenance and development of effective case, performance and quality management systems and other business and administrative systems.5. Support Legal Services' revenue and client growth ambitions as an ambassador for Legal and Democratic, building strong working client relationships.6. Manage and supervise your team and associated staff, provide professional supervision and conduct regular 1:1 meetings, appraisals, file reviews and other management support as may be required.7. Represent the Service at Council and other relevant partner and client meetings in a professional and competent manner as may be required.8. Maintain and develop sound knowledge of the law and procedure relevant to practice areas.9. Build and maintain effective relationships with key clients and be accountable for the quality and level of services provided to them.10. Lead the Team on developing and sharing legal know-how with clients.11. Ensure personal and Team compliance with Division and Council policies and procedures, and client practices, as may be applicable.
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	The Strategy & Commissioning Manager Legal and Democratic or the AD Governance and Policy or their nominated representative may revise the work undertaken by the post-holder after discussion with them and they must be prepared to change and develop the role to suit the needs of the Service.
Key business measures	
Statutory responsibilities (if applicable)	Legislative timescales to be met in IG and Dem Services
Specific experience	<p>A solid track record in managing staff, projects and activities in a public sector environment including a sound knowledge and practical experience in a senior role within either Democratic Services or Information Governance</p> <p>Excellent people skills and a commercially focussed approach to problem solving</p> <p>A detailed understanding of working in a political environment within local government</p> <p>An understanding of the legislative framework applicable to local authorities in the areas of governance and information</p>
Specific qualifications/and registration	<p>Either degree level or similar qualifications or significant experience within a similar role that illustrates a practical ability to fulfil the role requirements</p> <p>Qualifications in Information Governance, Records Management or Diploma in Democratic Services</p>
Budget responsibility	
FTE responsibility (line management)	<p>3 direct reports</p> <p>Total across teams – up to 20</p>
Key stakeholder relationships	<p>Elected Members</p> <p>Officers</p> <p>Senior Leadership Team</p> <p>Legal and Democratic colleagues</p> <p>Governance and Policy colleagues</p>

	Members of public ICO and ombudsman Wider stakeholder groups at committee level
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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 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	<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

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	<ul style="list-style-type: none">• Workforce planning
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- 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
- 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

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

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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



