

Delivery / Team Lead (Tier 4)

Job Title	Team Lead Customer Support Facilities
Grade	Grade M
Directorate: Service area:	Resources Enabling Services
Accountable to:	Service Delivery Manager Property Services
Accountable for:	Multiple staff and Budget
Politically restricted post	TBC
Delivery teams:	

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 sector and customers.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• Property Services point of contact for occupants• Cleaning Services• Caretaking Services• Signposting service for change / investment / maintenance requests
Key business measures	<ul style="list-style-type: none">• Help desk complaint calls reduced• Services delivered on time, in budget, with minimal disruption
Statutory responsibilities (<i>if applicable</i>)	Statutory responsibility associated with Delivery responsibilities
Specific experience	<ul style="list-style-type: none">• Comprehensive understanding and experience of planning & delivering Front of House FM operations.• Knowledge of relevant legislation and policy.• Substantial experience of delivering multiple site customer facing FM operations.

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	<ul style="list-style-type: none"> • Substantial experience of maintenance commissioning and evidence of service review and redesign. • 5 years' experience of managing people and teams. • Evidence and experience of interpreting complex data into a comprehensive report format. • Experience of solving complex and having a solution-oriented approach to manage risk appropriately. • Evidence and experience of leading successful change programmes.
Specific qualifications/and registration	HND +
Budget responsibility	£1 Million
FTE responsibility (line management)	Multiple
Key stakeholder relationships	<ul style="list-style-type: none"> • Key partner relationship management with WCC building users • Key relationship management with commissioned providers of any of the service provision. • Professional relationship development with internal / external stakeholders as required. • Professional partner relationship management with Internal / external suppliers, • Liaison Senior colleagues and any other internal stakeholder as required.

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)

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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• 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• Ensure best use of resources• Ensure effective service design• Oversight of budget

- 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

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- 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

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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

