

Delivery / Team Lead (Tier 4) – Change Hub Lead

Directorate:	Resources
Service area:	Change Management
Accountable to:	Change Management Service Manager
Accountable for:	<p>Providing professional leadership, support and challenge to service areas to drive transformation and continuous improvement across the organisation.</p> <p>Ensuring all agreed and identified business needs are supported through the right process and with the right people. That these translate into business cases which have a clear vision that support the authority's strategic objectives and have clearly defined benefits.</p> <p>The successful release and implementation of all transformation and service improvement programmes and projects within your Directorate. This includes ensuring the development and implementation of a change readiness plan and the alignment of delivery with the readiness of the authority, it's people, technology, process and space.</p>
Politically restricted post	TBC
Delivery teams:	PMO Programme/Project Resource

Context

This role reports to the Change Management Service Manager. You will manage the Change Hub for your Directorate and when necessary lead corporate areas of change.

Your role will challenge colleagues to think radically, promoting a culture of positive disruption, whilst providing a framework to radically test and develop ideas.

You will be responsible for working with your key stakeholders ensuring identified business need is governed through the appropriate processes and that resources required to deliver are identified and agreed. Resources for delivery will be agreed with services across WCC and then matrix managed into the Change Hub for the duration of the activity.

You will be responsible for working with your Directorate Leadership Team on their forward plan alongside leading the delivery of agreed programmes and projects.

You will work in partnership with the PMO to ensure governance is adhered to in moving areas of work from the formal plan into full business case and then delivery.

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.

Delivery / Team Lead (Tier 4) – Change Hub Lead

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	<p>You will be responsible for all stakeholder engagement with the Leadership Team in the Directorate that you support.</p> <p>You will be responsible for initiating development of teams or workstreams to deliver agreed activity. This will include pulling in subject matter experts as and when necessary and matrix managing these.</p> <p>You will be a key facilitator in supporting resolution to business problems.</p> <p>You will be responsible for ensuring there is a clear and transparent forward plan and working alongside PMO colleagues ensure that proposals are taken through the gateway process as and when necessary.</p> <p>Manage the delivery of all transformation and service improvement programmes and projects approved by the Transformation Board (collectively referred to as the Change Plan) within your directorate.</p> <p>Deliver programmes and projects through an authority-wide planned release programme and supported by a change readiness plan.</p> <p>Commission delivery of change activity from services as and when necessary and to matrix manage this e.g. Marcomms as part of the Change Plan.</p>
Key business measures	<p>Reduction in agency and contractor staff spend year on year</p> <p>Reduction in the duplication of effort by bringing together common activities and more effective processes</p>

Delivery / Team Lead (Tier 4) – Change Hub Lead

	<p>Increase in embedding change into business as usual by more effective release and change management</p> <p>Increase in professional development of portfolio management office and change workforce by improved talent management</p> <p>Increase in resilience in delivering change by better resource management</p>
Statutory responsibilities (if applicable)	
Specific experience	<p>5 plus years of:</p> <p>Delivering corporate change programmes OR Programme/project management</p>
Specific qualifications/and registration	
Budget responsibility	£1,000,000+
FTE responsibility (line management)	6-10 staff
Key stakeholder relationships	<p>Strategic Directors Elected members Assistant Directors Commissioners Service Managers Delivery Managers Frontline staff Customers</p>

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)

Delivery / Team Lead (Tier 4) – Change Hub Lead

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.

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

Delivery / Team Lead (Tier 4) – Change Hub Lead

- 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

Delivery / Team Lead (Tier 4) – Change Hub Lead

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

