

## Delivery / Team Lead Service Delivery (Tier 4b)

<b>Directorate: Service area:</b>	Resources Enabling Services
<b>Accountable to:</b>	Tier 4a Delivery Lead Schools ICT
<b>Accountable for:</b>	11 FTE
<b>Politically restricted post</b>	n/a
<b>Delivery teams:</b>	Service Desk Team Business Support Team Systems Support Team Subscriptions Officer
<b>Job Title:</b>	Team Lead Service Delivery
<b>Grade:</b>	O

### 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

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"> <li>• To lead the team in delivery of Service Desk, Business Support, Systems Support and Subscription support services</li> <li>• To ensure strong and effective governance of the ICT service</li> <li>• To be proactive in identifying and responding appropriately to changes in ICT technology, risk, and compliance</li> <li>• To work with the Service Managers for Digital &amp; ICT and Strategy &amp; Commissioning to identify strategic opportunities for the service to implement change and improvements effectively</li> <li>• Responsible for scheduling rotas for functions within the Service Delivery Team</li> </ul>
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	<ul style="list-style-type: none"> <li>• Manage any 3rd party contracts required to support Service Delivery functions</li> <li>• To help identify opportunities to develop the Schools ICT Traded Service offer</li> </ul>
<b>Key business measures</b>	Delivery of a high-quality Service Desk, Technical Support, and Procurement offer in support of subscribing Warwickshire Schools
<b>Statutory responsibilities (if applicable)</b>	Compliance with ICT strategy, legislation, and regulations
<b>Specific experience</b>	Experience of managing technical ICT teams to deliver high quality services
<b>Specific qualifications/and registration</b>	ITIL qualification would be desirable
<b>Budget responsibility</b>	n/a
<b>FTE responsibility (line management)</b>	11 FTE direct reports
<b>Key stakeholder relationships</b>	Tier 4b peers, Delivery Lead Schools ICT, Digital and ICT Service Manager, Assistant Directors, ICT Strategy & Commissioning Manager, Schools Business Managers and ICT Managers, Headteachers, 3rd party suppliers

### Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings and income targets</li> </ul>

- 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"> <li>• Statutory compliance</li> <li>• Professional practice</li> <li>• Procedure compliance</li> </ul>

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- 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"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- 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"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- 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"> <li>• Monitors the service performance framework</li> <li>• Effective service design</li> </ul>

- 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
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## Delivery / Team Lead Service Delivery (Tier 4b)

Organisational leadership & resilience	<ul style="list-style-type: none"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>
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- 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 Service Delivery (Tier 4b)

### 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

