

## Delivery / Team Lead (Tier 4)

<b>Directorate:</b> <b>Service area:</b>	Economy & Skills Business Centres
<b>Accountable to:</b>	Tier 4 Service Manager. Delivery Manager Warwickshire Business Centres
<b>Accountable for:</b>	Budget of circa £2m income and headcount of 8 direct reports
<b>Politically restricted post</b>	N.A.
<b>Delivery teams:</b>	Warwickshire Business Centres
<b>Job Title:</b>	Business Centres Operations Supervisor
<b>Grade:</b>	N

### 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>	To oversee and manage the operations of the Business Centres portfolio, managing the staff within the centres and ensuring the delivery of a high quality and effective service which supports the growth and development of businesses within our Centres and maintains an income flow to the Council.
<b>Key business measures</b>	<ul style="list-style-type: none"> <li>• Developing, managing and leading the staff within the Business Centres</li> <li>• Ensuring the staff have the right tools, resources and training to provide the services required</li> <li>• Ensure appropriate provision of staff across the centres as required through effective management of resources</li> <li>• Ensuring a consistent, high quality customer service experience within the Business Centres</li> <li>• Enable businesses within the Centres to access the help and support they need to grow and sustain their business</li> </ul>

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	<ul style="list-style-type: none"> <li>• Supporting and encouraging networking between businesses within the Centres, and development and implementation of events, workshops, etc. for the benefit of tenants and local businesses</li> <li>• Raising awareness and understanding of the Business Centres within the local areas, and networking and developing partnerships with local organisations and stakeholders</li> <li>• Undertake effective marketing and promotion of the centres, including development and maintenance of website, newsletters &amp; other communication activity, social media etc.</li> <li>• Leading discussions and negotiations with existing and potential future tenants regarding licenses/leases, and developing business cases and recommendations for consideration by Business Centres Strategic Manager</li> <li>• Ensuring the effective and consistent implementation of Business Centre policies, processes, and systems</li> <li>• Managing the administration of finances, leases, licenses and contracts and other operational agreements in place for the Business Centres</li> <li>• Effective records management, undertaking or supporting audits and reviews, securely keeping confidential information regarding companies</li> <li>• Provision of regular performance reports on Business Centres, including developing and maintaining a Balanced Scorecard and monthly updates</li> <li>• Support the effective delivery of the Business Centres strategy</li> <li>• Providing specialist operational advice and support with regard to options and opportunities to expand the Business Centres Portfolio</li> <li>• Promote the adoption and implementation of digital and IT solutions that drive efficiency and increased productivity within the Business Centres</li> <li>• Ensure that commercial procurement opportunities to maximise economies of scale across the portfolio are identified and implement</li> <li>• Identify, develop and implement new income generating ideas that meet the needs of tenant businesses</li> <li>• Deputising for the Business Centres Delivery Manager as and when required.</li> </ul>
<b>Statutory responsibilities</b> <i>(if applicable)</i>	
<b>Specific experience</b>	<p>Working with SME businesses.          Building communities of businesses and owners.          Forecasting and budgeting.</p>

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	Operational, day to day, management of multi occupancy buildings, ideally flexible workspaces. Input into the design and delivery of new flexible workspace buildings. Running meeting room/conference facilities. Mobility essential. Able-bodied applicants must be able to drive, have a driving licence and be a car owner. Disabled applicants should be able to perform the job with aid, where necessary.
<b>Specific qualifications/and registration</b>	
<b>Budget responsibility</b>	Circa £2m turnover business unit
<b>FTE responsibility (line management)</b>	<b>8</b>
<b>Key stakeholder relationships</b>	Internal – Other departments within the council who support our work. External - Tenants and customers, local business community and business support networks.

### 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>

- 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.

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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
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>

- 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

## **Delivery / Team Lead (Tier 4)**

- 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)

### 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

