

Delivery / Team Lead (Tier 4)

Tier 4b Delivery/Team Specialist Recruitment

Directorate: Service area:	Resources HR - People solutions
Accountable to:	Delivery Lead - People Service Centre
Accountable for:	Insert Budget:£100k -£ 250k Headcount: 1:3
Politically restricted post	No
Delivery teams:	Senior Recruitment Advisors

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

Delivery responsibilities	Delivery responsibilities <ul style="list-style-type: none">• Lead a team who work with key areas within the organisation to develop sustainable innovative recruitment strategies for difficult to recruit positions and providing regular updates and advice to hiring managers (eg IR35, Procurement, LinkedIn)• Work with the HR Strategy & Commissioning Team to deliver Recruitment Strategies into business-as-usual practices• Analyse recruitment data to develop a consistent approach and which informs day to day recruitment strategies enabling WCC to raise our employer profile externally and attract the best talent• Defining and building on our EVP, employer social media strategy and other cultural enhancement opportunities
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Delivery / Team Lead (Tier 4)

	<p>to drive engagement, attraction and retention</p> <ul style="list-style-type: none">• Developing a toolkit of 'on brand' content for use both internally and externally. Also ensuring consistency of the look, feel and tone of everything we do, in alignment with our corporate brand guidelines• Develop sourcing strategies for recruitment activity to ensure that recruitment needs are met, diverse candidate pools are reached and with specific action plans in place for hard-to-fill roles• Identify awards (In House Recruitment etc) and opportunities focused on positioning as a great place to work• Explore opportunities for enhancing the employee journey from the initial candidate experience and through onboarding (End-to-end recruitment process)• Design recruitment campaigns using a range of innovative methods, best practice and legislative changes in relation to Recruitment• Determine when it is appropriate to source overseas candidates and carry out all required activities to support hiring managers by providing advice on candidates on visa issues etc• Maintain stakeholder relationships with core agency suppliers• Ensuring all tools that support hiring managers, staff and candidates are up to date and easy to use• Identify where possible how technology can improve customer satisfaction, modernise services, reduce costs and minimise the impact on managers• Utilise customer feedback to determine improvement opportunities that are delivered to enhance service levels and which empowers positive change
Key business measures	TBC

Delivery / Team Lead (Tier 4)

Statutory responsibilities (if applicable)	Not applicable.
Specific experience	<ul style="list-style-type: none"> ✘ Substantial professional experience of resourcing/recruitment deliverer in a large, complex organisation or across sectors ✘ The ability to independently interpret and analyse varied and complex information or situations and to produce solutions over the medium term ✘ Excellent relationship management skills with experience of working across line management ✘ Works independently using discretion and initiative to have a positive effect on the achievement of key organisational priorities and objectives ✘ Experience of translating organisational strategy and policy into measurable outcomes and deliverables that contribute to effective organisational change. ✘ Initiates and delivers change positively with confidence and supports others to make improvements ✘ Have experience of using a coaching style to challenge thinking and influence behaviour change ✘ Communicates with enthusiasm, conveying messages in a clear, concise, appropriate and timely manner to a variety of audiences. ✘ Encourages the sharing of views, listens, reflects, and remains open to new ways of doing things. ✘ Takes positive action and fully utilises the diverse strengths and contributions of teams, networks, and partners. Shows ability to provide constructive feedback, challenge thinking and influence outcomes to support a culture of continuous improvement ✘ Adapts quickly and positively to new demands and competing priorities, maintaining resilience and focus under pressure ✘ Experience of the procurement, contract management and commissioning of HROD providers ✘ Broad experience of the design, delivery and evaluation of learning activities to deliver service outcomes ✘ Models assertive and positive approaches in handling conflict, pressure and performance

Delivery / Team Lead (Tier 4)

	<p>issues</p> <ul style="list-style-type: none"> ✘ Uses own initiative to respond independently to difficult problems and unexpected situations ✘ Communicates with presence and influence, adjusting communication style to engage and persuade different audiences
Specific qualifications/and registration	CIPD Qualified at level 7 or currently working towards or relevant experience.
Budget responsibility	£100k -£ 250k cost centre management or influence over
FTE responsibility (line management)	Headcount of 1:3
Key stakeholder relationships	

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

Delivery / Team Lead (Tier 4)

	<ul style="list-style-type: none">• Deliver continuous improvement plans
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- 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
- 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)

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

