

## Delivery Lead (Tier 4a) – Compliance and Data

<b>Directorate:</b> <b>Service area:</b>	Communities Transport Delivery
<b>Accountable to:</b>	Tier 3 Service Manager
<b>Accountable for:</b>	c£8.5m and 3FTE
<b>Politically restricted post</b>	No
<b>Delivery teams:</b>	Database, Contract Management & Procurement

### Context

You will support the Service Manager and other Delivery Team Leaders in the delivery of a capable, compliant, and efficient H2S transport system that meets the needs of all CYP, suppliers and WCC stakeholders.

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 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

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>• Ensure transport deliver optimised fully capable services through cross functional working with 4A Tier and external stakeholders</li><li>• Develop and build robust data reporting tools and dashboards to accurately reflect the performance of the Process.</li><li>• Develop and maintain critical to success Transport KPI.</li><li>• Ensure timely production of data in the correct format.</li><li>• Analyse data generated make recommendations supporting clear decisions.</li><li>• Maintain budget oversight, own accurate tracking of spending against plan.</li><li>• Analyse financial performance trends.</li><li>• Co-create accurate forecast models for future budgeting purposes.</li><li>• Analyse individual cost centre spends.</li><li>• Lead future spend/cost saving plan.</li></ul>
<b>Key business measures</b>	To be determined

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<b>Statutory responsibilities (if applicable)</b>	<b>N/A</b>
<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Degree in a relevant subject or at least three years' senior experience within a relevant discipline</li> <li>• Evidence of high level of knowledge, skills and experience in data processing and analysis.</li> <li>• Evidence of high level of knowledge, skills and experience in financial oversight and control. Knowledge, skills, and experience in passenger transport services, including transport law and national regulations would be advantageous</li> <li>• Sound organisational skills in managing pressures and priorities, without supervision</li> <li>• Strong communication and interpersonal skills</li> <li>• Sound knowledge of HR management issues</li> <li>• High level of IT skills and system management</li> </ul>
<b>Specific qualifications/and registration</b>	N/A
<b>Budget responsibility</b>	c£8.5m
<b>FTE responsibility (line management)</b>	3
<b>Key stakeholder relationships</b>	<ul style="list-style-type: none"> <li>• Dashboards, Data and KPI: <ul style="list-style-type: none"> <li>a. BI, Communities Directorate, Transport Delivery Service Manager, Delivery Leads, Suppliers</li> </ul> </li> <li>• Cost centre oversight: <ul style="list-style-type: none"> <li>a. Finance, Communities Directorate, Transport Delivery Service Manager, Delivery Leads.</li> </ul> </li> <li>• Tier 4a functional support: <ul style="list-style-type: none"> <li>a. Transport Delivery Service Manager, Delivery Leads, Suppliers</li> </ul> </li> <li>• Contract performance: <ul style="list-style-type: none"> <li>a. Commissioning Lead; Communities Directorate, Transport Delivery Service Manager, Delivery Leads, Suppliers.</li> </ul> </li> </ul>

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### 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 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

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- Undertake regular 1:1 session 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
- 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

