

Delivery / Team Lead Operations (Tier 4) Hay F

Directorate: Service area:	Resources Directorate – Enabling Services – ICT & Digital
Accountable to:	Tier 3 Service Manager
Accountable for:	£10m 45 FTE's
Politically restricted post	TBC
Delivery teams:	End User Services, Network & Comms, Service Desk and Data Centre Services

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 sector and customers.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none">• In line with WCC's commissioning intentions, to work with the Strategy and Commissioning Manager for Investment, Strategy and Audit to define and deliver WCC's strategies and policies for effective ICT Administration.• To manage the key strategic relationships of the ICT Service• To lead the ICT operations teams in the delivery of services.• To ensure compliance with ICT systems regulations and other relevant statutory and ICT requirements.• To ensure strong and effective governance of the ICT operations service, including reporting to WCC committees and the Local Corporate Board.• To be proactive in identifying and responding appropriately to changes in ICT technology, risk and compliance.• To work closely with the Service Managers for Digital & ICT and Strategy & Commissioning to identify strategic opportunities for the service to implement change and improvements effectively.
Key business measures	Performance measures will be confirmed as the ICT

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	Service Offer is finalised.
Statutory responsibilities (if applicable)	Compliance with ICT strategy, legislation and regulations
Specific experience	Experience of managing minimum 2 of the teams listed below: End User Services, Network & Comms, Service Desk and Data Centre Services
Specific qualifications/and registration	ITIL qualification would be desirable
Budget responsibility	£10m
FTE responsibility (line management)	6 FTE direct reports 45 FTE total team
Key stakeholder relationships	Service Manager, ICT Strategic Director, Enabling Services Assistant Director, Enabling Services ICT Strategy & Commissioning Manager, WCC HR and Payroll Business Managers 3 rd party suppliers Accountants, Finance

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
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Performance & standards	<ul style="list-style-type: none"> • Statutory compliance • Professional practice • Procedure compliance
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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"> • 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
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

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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

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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



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

