Service Manager/Team Manager

Job Description (Tier 4)

Job Title	LRF Tactical Lead
Role Type	Team Manager
Salary	Hay 10
Benefits	(ie agile working, leave, pension, inclusive culture)
Directorate	Communities
Team	Local Resilience Forum
Accountable to	LRF chair(s)
Hours	
Location	Shire Hall
Accountable for:	
• Team Responsibility (FTE)	3
• Annual Budget	£350,000
Politically restricted role	Yes/No
JEID (Job Identifier number)	
Essential Qualifications	

Key responsibilities (including technical responsibilities and key stake holders/customers)

The post holder will:

1. Contribute effectively to the development of strategy and policy for the WLRF, making strategic recommendations as appropriate to the Strategic Group and strategic and tactical partners including Chairs of any WLRF sub-groups. This may be by way of providing advice and guidance to members, preparing strategic position papers and briefings that ensure the WLRF prioritises its risks and objectives.

2. Provide strategic guidance to ensure compliance with the overall objectives of the WLRF. This will include interpreting legislation, guidance and other material relevant to the WLRF and the contingency planning process. Making recommendations to the WLRF and sub-group chairs, identifying risks/impact and providing properly researched solutions to meet desired outcomes.

3. Direct, develop and deliver on WLRF related policies and oversee their implementation in liaison with WLRF partner agencies. Liaison will be at Chief Executive/Director level of partner agencies as well as through the Emergency Planning Managers (Tactical level) and Sub-group chairs. Directing partners to account for delivery of key work streams within agreed timescales as requested by the Strategic Group.

4. Maintain key liaison with the WLRF partners (between 20 - 30 partner agencies), DCLG Resilience and Emergencies Division (Central) and the Cabinet Office, presenting and delivering key strategic WLRF policy and work streams where appropriate. This may include deputising for the Chairs of any WLRF group at meetings and conferences.

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5. Line manage the LRF team effectively in relation to performance and wellbeing.

6. Liaise and co-operate with surrounding LRFs. 6. Co-ordinate the work of the WLRF from Strategic level to Operational delivery level, maintaining effective communication with all agencies and to ensure those agencies are engaged and involved appropriately.

7. Undertake a project executive role in relation to the work streams of the WLRF and its sub-groups. This includes analysing problems and identifying solutions – tasking, coordinating and ensuring delivery of multiple projects. Also to support those sub-groups in order to achieve their objectives.

8. Oversee and develop WLRF communication mechanisms such as the WLRF webpage content and the resilience partners national communication forum (Resilience Direct).

9. Act as primary point of contact for the reception, collation and dissemination of information into and from the WLRF which has security rated levels up to and including 'official-sensitive'. To provide the WLRF interface with other agencies at national, sub-national and local level directing that work where necessary.

10. Oversee the smooth running of all WLRF meetings; managing the administrative support (preparing agendas, reports, briefings etc…) provided by Warwickshire County Council. Overseeing the recording of key decisions and actions and holding sub-group chairs to account for delivery of actions and work streams within agreed timelines

11. Chair multi-agency meetings as and when requried to address specific subject areas.

12. Continually evaluate WLRF progress, events and exercises in order to identify and implement good practice to achieve organisational development and effectiveness.

13. Assisting and monitoring of the WLRF finances, preparing reports on the WLRF budget position for the funding partners of the WLRF (there are 8) and the wider WLRF partnership if required.

14. As requested, assist in and support the activation and coordination of the response to a major emergency in the WLRF area or involving WLRF partners.

Person Specification   What we are looking for

Role specific and Core Competencies and Professional Expertise that are essential (these will be measured during the assessment process)

- A minimum of 3 years' experience in providing advice and guidance on emergency planning to Chief Executive/Officer level.
- Extensive experience (minimum of 3 years) of multi agency partnership working in emergency planning.
- A Degree in Disaster Management/Emergency Planning, or proven extensive working knowledge and understanding of the Civil Contingencies Act 2004, the Local Resilience Forum structure, activities and responsibilities and associated emergency planning legislation.
- Substantial experience in planning, organising and co-ordinating mulitple partners to undertake a variety of projects and programmes in order to achieve prioritised delivery of actions.
- Ability to compile factual, concise and comprehensible written reports, position statements and briefing papers for the WLRF strategic level.
- Proven communication skills - both verbal and written. This should include: negotiation and influencing; interpretation; interpersonal skills also an ability to communicate complex information in concise briefing papers; deliver presentations and training.
- Experience of handling and processing manual or computerised information.
- Proven management experience with demonstrable expertise in respect of analysing problems, identifying or creating new solutions and communicating remedial actions
- Proven line management capabilities
- Proven experience of developing and implementing new policies and procedures
- Extensive organisational and time management skills to deliver desired outcomes including tasking and accountability aspects, also an ability to work under pressure, prioritise tasks to ensure risk based delivery of workstreams under own initiative.
- Ability to maintain confidentiality and discretion.
- Ability to ensure delivery of events, training sessions, seminars and exercises.
- Understanding of confidentiality, document security markings and Data Protection/Freedom of Information issues.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators
Driving organisational performance through change	Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be. Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems. Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen. Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify areas for improvement. Puts in place frameworks to monitor and manage outputs. Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.
Generic Competency	**Indicators**
Organisational & People Leadership	Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it. Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities.

	Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision.
	Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities are available for everyone. Shares own expertise through coaching and mentoring.
	Promotes and values equality and diversity, takes account of and learns from different individual needs and views.
	Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.
Generic Competency	**Indicators**
Finance and Commercial Leadership	Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved.
	Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes.
	Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions.
	Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery.
	Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.
Generic Competency	**Indicators**
Strategic Thinking & Planning	Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work.
	Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact.

	Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals. Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions. Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.
Generic Competency	**Indicators**
Performance & standards	Ensures the safe operation of services and compliance with appropriate regulations and legislation. Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered. Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required. Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met. Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.
Generic Competency	**Indicators**
Relationship Management	Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction. Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method. Utilises logical arguments backed by evidence to support their opinion and advice and persuade others. Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders. Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience.

Generic Competency	Indicators
	Takes opportunities to understand own style and approach, and how they might influence and persuade others.
Personal Leadership	Displays leadership behaviours and remains calm and objective in all situations. Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way. Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account. Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success. Builds positive and collaborative relationships based on trust and support.

Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

Our Values and Behaviours – The Warwickshire DNA

High performing   Collaborative   Customer focused   Accountable   Trustworthy

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