Team Manager

Job Description (Tier 4b)

Job Title	Team Manager – Workforce Talent Development
Role Type	Tier 4 b
Salary	Scale O
Benefits	Agile working, leave, pension, inclusive culture.
Directorate	Resources
Team	Workforce and Local Services
Accountable to	Service Manager (Workforce Planning, Workforce Development, Resourcing, HR Hub, Workforce Relations)
Hours	37
Location	Shire Hall, Warwick
Accountable for:	
• Team Responsibility (FTE)	8.22
• Annual Budget	Circa 250K
Politically restricted role	No
JEID (Job Identifier number)	
Essential Qualifications	• CIPD Qualified (Level 7) or currently working towards or relevant experience • Substantial experience of working at a management level in HR

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

Generic

Your work will require thinking at a strategic level, and have complexity in the thinking and/or delivery. You'll critically question information and evaluate it to make judgements and decisions. You'll work with and influence a range of stakeholders, creating medium to long-term value for a wide audience.

- Long term strategic planning in collaboration with service manager, defining overall approaches and strategies.
- Work in partnership with the Workforce Services Management Team, ensure contribution to the delivery of the Our People Strategy and our Service Offer to customers to enable our organisational vision and outcomes to be achieved.
- Understand business issues related to your areas of responsibility by building relationships with internal and external customers and other relevant stakeholders.
- Coach team members to find solutions to a broad range of problems that vary in scope and complexity.
- Act as subject matter expert for lead area, coaching and supporting team to develop knowledge and skills.

- Ensure policies and procedures in subject area are kept up to date, comply with relevant legislation and are user friendy and accessible
- Ensure Board Reports and business cases focus on Corporate and Workforce Services Priorities, are evidence based and appropriate for the intended audience.
- Oversee team workforce projects, developing project plans and ensuring risks are managed, projects are delivered, evaluated and benefits realised.
- Responsible for the overall implementation and delivery of relevant, simple, evidence based and enabling people solutions, interventions and processes.
- Accountable for decision making over subject area as agreed with Service Manager
- Ongoing service improvement & simplification to ensure our service is best meeting the needs of our customers
- Monitor performance and the demands of the team, enacting plans to address any underperformance, balance demand and resource levels and reduce failure demand.
- Manage and engage the team to deliver customer centric services against the determined delivery plans and objectives and in line with our operating principles.
- Ownership and accountability for the delivery of a customer centric service area that is proactive and responsive.
- Work collaboratively across the service/Council to achieve the desired outcomes
- Manage team budgets and ensure and monitor any delegated budgets and expenditure
- Manage core contracts within team if applicable
- Deputise for other Workforce Services Team Managers and Service Manager as required.

.

Role Specific

- Corporate Learning Menu
- Social Care Learning, ASYE and practice learning
- Learning offer to partners & volunteers
- E-Learning
- Learning Hub
- Skills and Talent Programmes
- Career Development Apprenticeships and Qualifications
- Leadership and management L&D

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)
Generic • CIPD Qualified (Level 7) or currently working towards or relevant experience • Substantial experience of working at a management level in HR

- Experience of managing a team
- Knowledge and application of legislation and policy relevant to specialism
- Experience of working in relevant specialism
- Experience of writing business cases, proposals and formal reports
- Experience of procurement, contract and supplier management
- Evidence and experience of leading successful projects
- Ability to deliver a commercial approach to service delivery.
- Experience of managing a traded service
- Experience of successful stakeholder management
- Experience of cost centre management
- Experience of service and process improvement

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. Takes opportunities to understand own style and approach, and how they might influence and persuade others.
Generic Competency	**Indicators**
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

