

**Job Description****Corporate Services & Strategy Directorate**

<b>Post Title</b>	<b>Team Leader - Strategic Transformation</b>		
		<b>Grade</b>	<b>Scale 10</b>
<b>Base</b>	<b>Civic Centre</b>	<b>Hours of Work</b>	<b>37</b>
<b>Car User Allowance</b>	<b>Approved Casual User</b>	<b>Disclosure</b>	<b>No</b>
<b>Contact</b>	<b>Dean Thomas Tel: 356003</b>	<b>Updated</b>	<b>4<sup>th</sup> April 2014</b>

**Principal Job Purpose**

Responsible to: Service Manager – Strategic Transformation Team & Resilience

Responsible for: The allocation and management of work for the Strategic Transformation Team, including the prioritisation and organisation of the Team's workload in accordance with Council priorities.

**Essential Personal Attributes**

1. Have a customer focussed approach to service delivery.
2. A dynamic and enthusiastic approach to the challenge of achieving service transformation across the Authority.
3. Ability to work independently and use own initiative.
4. Confident and positive attitude towards working with all stakeholders.

**Principal Accountabilities**

1. To support the Service Manager – Strategic Transformation Team & Resilience and deputise in his absence, in the management of the Team and the achievement of service transformation across the Authority.
2. Responsible for the allocation of work to the Strategic Transformation Team Project Officers and Support Officer, monitoring their output and providing them with advice and guidance.
3. To monitor and review the Financial Efficiency Projects Register and provide support and advice to project leads.
4. To monitor and review the Corporate Projects Register and ensure project leads are following the Council's Project Management Framework.
5. To review the priority matrix developed by the Strategic Transformation Team and evaluate all available financial, performance and any other relevant management information in order to prioritise areas that require a service review.
6. To lead on cross-cutting projects identified either by CMT or the Strategic Transformation Team.
7. To work with the nominated senior officer from services identified for review and provide them with financial, analytical and research work and collation of information. This will also include the preparation of project plans to ensure all reviews are carried out in an effective and efficient manner.
8. Prepare and present reports to Corporate Directors, Managers and the relevant Scrutiny Committee on service improvement reviews.

9. To research and investigate widely to provide the fullest possible information to help assist in carrying out service reviews, including best practice in other authorities/sectors/countries.
10. To assist the Service Manager – Strategic Transformation Team & Resilience in the completion of various documents and returns that may be required by external and internal stakeholders.
11. To provide advice and consultancy support to Departments in respect of service transformation.
12. To assist the Service Manager – Strategic Transformation Team & Resilience in the development and monitoring of relevant performance measures for the Strategic Transformation Team.
13. To assist the Service Manager – Strategic Transformation Team & Resilience in producing a risk register and service delivery plan for the Strategic Transformation Team.
14. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
15. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
16. Undertake such other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

# Person Specification – Team Leader – Strategic Transformation

## 1. Qualifications & experience

### Assessment Method



	Essential / Desirable	Application Form	Interview	Other please specify	Probationary Period
Qualified to degree level or equivalent in a relevant subject.	Essential	✓	✓		
Able to demonstrate substantial experience working with Senior Managers across the Authority	Essential	✓	✓		
<b>Experience</b>					
Writing reports to a high standard	Essential	✓			
Supervising staff	Essential	✓			
Substantial experience of leading service transformation projects and service improvement reviews in large complex private, public or voluntary sector organisations.	Essential	✓			
Experience of managing stakeholder relationships within complex projects with the ability to manage and resolve conflict, meeting challenging deadlines and delivering under pressure.	Essential	✓	✓		
Experience in working in a political environment.	Desirable	✓	✓		
<b>Knowledge/Skills</b>					
An understanding of the principles of Welsh Government initiatives and publications that impact on local government.	Essential	✓	✓		
A thorough understanding of the Council's Project Management Framework.	Essential	✓	✓		
IT skills especially Word and Excel	Essential	✓	✓		
The ability to understand and evaluate financial and performance information for a range of Council services.	Essential	✓	✓		
An understanding of systems thinking and other review methodologies.	Desirable	✓	✓		
<b>Personal Attributes</b>					

## 2. Special Requirements

	Essential	Desirable
Possession of a driving license and access to a vehicle for work purposes.	✓	

### 3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

#### Assessment Method

Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Managing the Team</b>	Sets an example to the team by own approach and attitude.				✓
	Gets the best out of people by developing the skills, experience and ambition of self and team		✓		✓
	Ensures equality and diversity issues are integral to service delivery.				✓
	Recognises when it is necessary to take a firm but appropriate line.				✓
	Supports and encourages good work-life balance in the team.				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Delivering a Continually Improving Service</b>	Ensures the team understand how they contribute to achieving operational objectives.				✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance				✓
	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen				✓
	Consults team and others, inside and outside the organisation, for improvement ideas.				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Communicating</b>	Uses appropriate and precise methods of communication.				✓
	Communicates positively and respectfully.				✓
	Checks others' understanding.				✓
	Clearly explains and justifies decisions made elsewhere.				✓
	Encourages team members to think about and suggest improvements.				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Making Informed Decisions</b>	Considers implications of proposed decisions.				✓
	Ensures decisions link to continually improving performance.				✓
	Uses problem solving as a method of improving the service.				✓
	Seeks clarification or challenges appropriately.				✓
	Explains decisions appropriately.				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Working Together</b>	Understands the benefits of working together.				✓
	Promotes and contributes to partnerships to continually improve services for the citizen.				✓
	Networks effectively internally and externally.		✓		✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
<b>Putting the Citizen First</b>	Recognises the importance of the citizen's input to improving the service				✓
	Ensures the team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of the service delivery		✓		✓
	Is positive about the organisation and the community it serves.				✓