

<b>Team Manager (Workforce &amp; Organisational Development)</b>				<b>Purpose</b>	
Reference No.	A3986	Type	Individual	<p>In partnership with a range of internal and external stakeholders create, source and deliver learning and development and performance improvement solutions and develop supporting processes and systems.</p> <p>Contribute to the wider corporate and inter-agency change and development agendas through holding the strategic lead on defined areas of learning, performance improvement and organisational development activity.</p>	
Service	Human Resources				
Job Family	Team Manager 3	Grade	FC10		

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Developing strategies, supporting systems, policies, procedures and processes consistent with legislative requirements and needs of the organisation and support their consistent application across customer directorates.	<p>Ability to think and act strategically and experience of translating strategy into deliverable plans and outcomes (Take ownership – See ‘How We Work Matters’ Framework)</p> <p>Experience of supporting organisational change and service improvement</p> <p>Applied knowledge and understanding of relevant legislation and theories/models and interventions that apply within a learning and organisational development context</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

## Role Profile

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Developing and cultivating relationships with relevant stakeholders within the Council including partner agencies and external providers in order to identify requirements, synergies, potential efficiencies and solutions.	Consultancy, facilitation and influencing skills  Organisational awareness and political acumen  Ability to demonstrate emotional intelligence in the development of relationships and dealings with colleagues, customers and partners  Consistently model positive behaviours in dealings with others  Ability to engage with senior managers (Focus on customers)	✓  ✓  ✓  ✓	
Providing expert advice and guidance. Researching, leading, recommending and implementing learning and development, organisational development and performance improvement strategies and approaches to support the implementation of corporate change initiatives and individual directorate service plans based on the available evidence base and specific context. Advising on options, solutions and associated resourcing/policy implications.	Educated to SCQF level 9 which includes a Degree or equivalent  Full Membership of a relevant professional institute or a relevant post-qualifying award  IT skills (Embrace technology and information)  Ability to undertake research	✓  ✓  ✓  ✓	✓
Planning, anticipating and identifying customer directorate and corporate learning and development, organisational development and performance improvement requirements and priorities. Ensuring the commissioning or direct delivery of learning and development, organisational development and performance improvement interventions that provide the best and most efficient means by which these might be addressed.	Ability to analyse complex issues and determine creative and practical solutions  Ability to reconcile competing priorities and deal with ambiguity and complexity	✓  ✓	

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	<p>Experience of collaborative working and developing and maintaining effective and positive working relationships (Work together)</p> <p>Ability to respond to customer needs aligned with strong organisational and business awareness and provide constructive challenge where appropriate</p> <p>Ability to lead and work autonomously on a range of concurrent, complex issues and conflicting priorities</p> <p>Ability to provide an efficient and effective service</p> <p>Substantial experience of delivering learning and development and organisational development projects to specification within defined deadlines</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Managing and ensuring that all work carried out by allocated team members is completed in line with council policy, procedure and guidelines and meets required standards and relevant project timelines. Setting priorities and team work-plans, delivering customer expectations. Managing team development and performance. Providing the team with professional leadership, direction and support.</p>	<p>Accredited qualification in management or leadership development</p> <p>Ability to motivate and develop staff to deliver results and strategic outcomes within a challenging environment</p> <p>Project and performance management skills (Deliver results)</p> <p>Ability to demonstrate emotional intelligence in relationships and dealings with colleagues, customers and partners</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>

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	Consistently model positive behaviours in dealings with others	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>			
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.			

**Additional Information** – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

**Expected Behaviours** – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results