

# JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES)

<b>JOB TITLE:</b>	Lead Coach Connected Working		
<b>GRADE:</b>	G10	<b>SERVICE AREA:</b>	Organisational Development
<b>JOB CODE:</b>	RT354LEADG10		
<b>REPORTS TO:</b>	Head of Service	<b>LOCATION:</b>	Flexible
<b>SPECIAL CONDITIONS:</b>	<ol style="list-style-type: none"> <li>1. Working outside of standard office hours may be required. There is a requirement to work flexibly at all times with due regard to prevailing workloads and priorities</li> <li>2. Attendance at evening, out-of-hours or off-site meetings as required</li> <li>3. Political activities of the post are restricted under the Local Government and Housing Act 1989</li> <li>4. Casual car allowance</li> <li>5. Confidentiality to be maintained at all times</li> <li>6. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English</li> </ol>		

## 1. Main purpose of the job role:

Connected Working is group based coaching of a service or a team, aimed at: delivering continuous improvement, establishing and embed new ways of working. Connected working is principled on a well-defined methodology, underpinned by an established set of principles. Each service and team who participate in a Connected Working deployment, can expect to be supportively challenged; to acquire new ways of working; with an emphasis on seeking to optimise performance, establish an improved daily operating rhythm, all predicated on a clear vision and priorities; performance measures and the establishment of targets. Integral to this way of working is connecting and communicating as a team. This methodology supports establishing culture change.

- Lead the ongoing development and deployment of a coaching programme (connected working) across identified services and teams, Council wide in order to establish and embed new ways of working and underpin continuous service improvement
- Lead the alignment of Connected working to existing and evolving learning and development opportunities at an organisational level – which forms a component of organisational development
- Lead the development of a rolling programme across the organisation of Connected Working interventions approved at senior level – predicated on maximising the delivery of our Proud Transformation Programme
- Lead the delivery of service and team based diagnostics – so a detailed, independent, analysis of current operational practices and opportunities, in order to identify and quantify the improvements that could be achieved
- Take a lead role in collaborating across services in order to both maximise service improvement opportunities and in turn feed organisational development and transformation
- Leadership and direct management and upskilling of coaching team

## **2. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

## **3. Role specific duties and accountabilities:**

- Lead the roll out of Connected Working as a primary culture and business change methodology across the Council to drive performance improvement; reduce failure demand and significantly contribute to our Proud transformation promises – customer and staff satisfaction and capacity benefits
- Provide a lead role in delivering constructive challenge and support to services in driving improvements, which align to organisational, transformational change. Supporting services and team to better understand the areas of opportunity and agreeing areas of priority
- Lead the completion of service and team diagnostics in collaboration with service leads and subsequently deliver findings and proposed areas of improvement in a way which is sensitive but also provides a platform for change
- Engage with business leaders across the Council to champion the benefits of Connected Working
- Lead a team of Connected Working coaches across the Council to deliver service and team based Connected Working coaching
- Lead on the ongoing refresh of Connected Working, so the methodology continues to be relevant and current to the Council's transformation agenda
- Lead role in constructively challenging ways of working and supporting change
- Ability to design, construct staff surveys, options appraisals, Corporate Management Team reports linked to Connected Working
- Lead on the production of training material and oversee the delivery of Connected Working training
- Lead on the production presentation of Connected Working diagnostic; performance; post closure output and sustainability reports
- Lead on the reporting back and presenting the outputs of any Connected Working diagnostic and deployment to senior management teams, including robustly and constructively presenting opportunities for improvement
- Ability to interpret and understand how teams are performing against their Key Performance Indicators, recognise successes with the team, agree actions and empower others to resolve issues
- Own coaching relationships with Heads of Service; operational and group managers holding weekly one to one sessions and agreeing priorities and areas of focus

- Supporting staff to identify and address problems that are impacting performance across both their team and other teams, empowering staff to solve problems where possible and facilitating escalation to the right level where required
- Understand the problem solving tools and apply them to specific problem solving areas, facilitating discussion and resolution with relevant stakeholders
- Develop and promote key messaging
- Lead the preparation and delivery of launch events
- A lead role in the sustainability of Connected Working across the Council
- Develop effective collaborative relationships with key stakeholder to deliver effective joined outcomes, which underpin the Walsall Proud Programme ambitions

### **Horizon Scanning**

- Strategic oversight and growth of Connected Working within the Council aligned to delivering organisational ambitions
- Ability to analyse service activity and work load data and translate that into meaningful intelligence to inform Connected Working opportunities
- Lead on the development of a Council wide Connected Working roadmap, informed by the deliverables achieved from each deployment and informing future deployments aligned to the delivery of Directorate transformation plans
- Seek opportunities to continue to deliver effectively, by engaging with regional and national forums and initiatives, then leading change in practice and processes in a way that improves outcomes and deliverables
- To consider equality dimension in all analytical and research projects, informing service practice and operational guidance, ensuring compliance with Equality Impact Assessments, Business Continuity and implementation of the Council's Equal Opportunities Policy, and that services reflect the needs of diverse communities and Individuals'

### **Leading People**

- All duties must be undertaken within the Council's Equal Opportunities policy and with regard to the Code of Conduct
- To lead on development of annual service plan, ensuring direction of travel aligns with organisational ambitions
- Ensure staff within the team work within the appropriate policy and practice framework to achieve consistent provision of service
- Lead on the recruitment and training of all coaching staff to ensure the integrity of Connected Working is maintained
- Act as an advocate for Connected Working across the Council ensuring Senior Leaders and all Council staff understand the principles and opportunities Connected Working presents

### **Managing Resources**

- Lead the ongoing development of our electronic platform which underpins each Connected Working deployment, including fully exploiting the reporting capability functionality, so this provides aggregated intelligence supporting the delivery of our ambitious outcomes organisationally
- Responsible for Team budget including forecasting, spend monitoring
- Ensure the opportunities to deploy coaches to maximise the delivery of benefit aligned to transformation objectives is maintained

### **Managing Performance**

- To line manage staff, ensuring training and continued staff development, alongside annual appraisals

- Lead the production of performance data, reports and analysis during and post Connected Working deployments across teams and services in order to demonstrate the impact of any Connected Working Deployment

### **Managing Self**

- Be continually open to new ways of working in pursuit of best outcomes for residents of Walsall
- Challenge the status quo, enable and empower, act with integrity in order to deliver this function in a way that optimises effective delivery
- To ensure all personal deadlines and workloads are actively prioritised, managed and delivered
- Responsibility for self-directed learning and continued professional development

### **4. Key Stakeholders and reporting lines**

- Will have overall responsibility for developing annual service plan and identifying team development
- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves
- Promote and support joint working with other agencies and contribute to the development of joint working protocols with partner agencies, including information sharing
- Willingness to adopt matrix working arrangements, in order to improve service outcomes.

JOB TITLE Lead Coach Connected Working	GRADE	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> <i>refer to corporate behaviours document</i>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Ability to manage professional relationships with all officers across the Council	I	3
Strong communication and engagement skills	A/I/T	3
Evidenced ability to professionally provide supportive challenge in order to drive continuous improvement	A/I	3
Evidenced of delivering and leading coaching capability	A/I	3
Strong organisational and planning skills	I	3
Capable of working with significant volumes of data in order to interpret and find evidential based meaning	I	3

Ability to make complex, critical decisions with skill	A	
Ability to work autonomously and under pressure	I	3
Ability to negotiate in order to deliver successful outcomes with senior managers staff teams and individuals through strong influential skills	I	3
Ability to take ownership and ensure goals are successfully achieved within tight deadlines and deliver on competing priorities	A/I	3
Ability to demonstrate flexibility to meet the changing demands of service	I	3
Ability to deliver difficult messages with integrity and sensitivity	I	3
Ability to lead a team in times of change	I	3
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Experience of analysing, interpreting data and presenting in a intelligible format	A/I	3
Experience of constructing, designing and evaluating training programmes to be delivered through face to face or virtual sessions	I	3
Experience of lean systems thinking in developing processes	A	
Experience in leading meetings; focus and projects to deliver outcomes	A/I	3
Evidence strong IT capability in order to drive forward technology based solutions	A	
Skills in exercising sound judgement and professional expertise in relation to sensitive client confidentiality and data protection	A	
Experience in leading meetings; focus and projects to deliver outcomes	A/I	3
Strong track record in stakeholder engagement	A	
A strong understanding and experience in the techniques and tools to deliver cultural and business change	I	3
Experience in coaching tools and techniques in order to drive forward change and improvement	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Substantial experience of operating at a senior level within the field of organisational development and change management	A	
Evidence of relatable continued professional development including applying leadership and change management	A	
Evidence of being educated to a degree level within the field of leadership and management or business	A	
<b>Other Essential Requirements</b>		
An awareness of, and commitment to, equality of opportunity	I	
Awareness of, and commitment to, confidentiality and handling data	I	
<b>Prepared by:</b>	A Doyle	<b>Date:</b> 01/21

