

JOB TITLE:	Connected Working Coach		
GRADE:	G7	SERVICE AREA:	Organisational Development
JOB CODE:	RT353CONNG7		
REPORTS TO:	Lead Coach	LOCATION:	Flexible
SPECIAL CONDITIONS:			

1. Main purpose of the job role

Connected Working is in essence a group based coaching of a service or a team, in order to deliver continuous improvement to existing ways of working. Connected working is principled on a well-defined methodology, which follows an established set of principles. Each service and team who undergo a Connected Working deployment will be supportive challenged and acquire a new way of working, in order to optimise performance and establish an improved daily operating rhythm, predicated on clear vision and priorities; performance measures and the establishment of targets; daily and integral to this way of working is connecting and communicating as a team.

- To deliver a team based coaching programme (connected working) across the services and teams, Council wide in order to establish and embed new ways of working and underpin continuous service level improvement
- To undertake service and team diagnostics – this is a detailed, independent, analysis of current operational practices in order to identify and quantify the improvements which could be achieved
- Develop and maintain the electronic platform which underpins each Connected Working deployment
- Collaborate with services in order to both maximise service improvement opportunities and embed service and in turn organisational change

2. Role specific duties and accountabilities:

- Clearly articulate across the Council the purpose of Connected Working as a tool to support new ways of working – underpinning continuous improvement and supporting change in culture
- Operate as the accountable officer in delivering Connected Working deployments at a service and team level – taking responsibility for ensuring engagement and adaption to new ways of working
- Undertake full diagnostic analysis of service and teams ways of working before any future deployment; fully engaging with the service and confidently reporting back findings of analysis in a way that is sensitive and promotes opportunity for improvement
- Understand the problem solving methodology and apply them to specific problem solving areas, facilitating discussion and resolution with relevant stakeholders
- Work with Lead Coach to recognise priorities, development areas and key messaging
- Train, upskill and act as mentor to incoming coaches, across all the principles of Connected Working, providing ongoing support and guidance as incoming begin to deliver and lead the Connected Working elements

- Lead one to one discussions with Senior Managers to agree and review objectives in the course of Connected Working deployments
- Independently provide feedback to managers and teams in order to provide a framework for improvement
- Deliver Connected Working launch events remotely or site based
- Lead the delivery of Train the Trainer sessions
- Input to strategic oversight and growth of Connected Working within the Council
- Develop a deep understanding of Connected Working through formal learning and practical application, in order to maintain integrity and confidently deliver the coaching of others across the Council
- Be an active part of a Council-wide Connected Working community which is skilled at contributing to and sustaining Connected Working within the Council
- Independently undertake post Connected Working deployments – sustainability reviews; celebrate successes and report back findings through an action planning approach
- Accountability for the development and ongoing maintenance of the underpinning electronic solution – supporting teams to access the platform; monitor activity and seek to continually improve platform as technology across the council continues to develop
- Produce and present service and team performance and activity reports

3. 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.
- 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.

JOB TITLE	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	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - 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	3
Leadership - 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.	Not Applicable	
Accountability - 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	3
Transparency - 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	3
Ethical - 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	3
Abilities/Skills: (refer to JE guidance document)		
Ability to manage relationships at all levels across the organisation	A/I	3
Strong communication and engagement skills – with the ability to supportively challenge practice in order to continually improves ways of working	A/I	3
Evidenced ability to professionally provide supportive challenge in order to drive continuous improvement	A/I	3
Evidenced coaching capability, including independently leading a team coaching session with confidence	A/I	3
Strong organisational and planning skills	A/I	3
Ability to inform the development and delivery of electronic platforms, with a strong consideration of the end user	A/I	3
Ability to work as part of a coaching team, where modelling collaborative working is essential	A/I	3
Demonstrable ability to independently lead and deliver focused training and coaching session	T	3
Has ability to be tenacious and determined in the pursuit of coaching teams to deliver performance improvement	I	3
Ability to take ownership and ensure goals are successfully achieved within tight deadlines and deliver on competing priorities	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of analysing, baselining and interpreting service data	A/I	3

Significant experience in developing and undertaking staff surveys and in turn analysing and presenting survey outputs to senior managers	I	3
Significant experience of providing feedback to senior managers in a way that maintains integrity of the Connected Working programme	A	3
Experience of designing training programmes to be delivered through face to face or virtual sessions	A	3
Experience of working with services at officer and senior manager level in order to review ways of working	I	2
Significant experience of report writing for an audience of senior officers	A	3
Experience of team based coaching – underpinned by strong communication and collaboration skills	T	3
Evidence of continuous professional development (where applicable)	A	3
Experience in operating independently	A	3
Qualification: 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.		
Evidence of being educated to NVQ3 level the field of financial analysis, informatics or analytics or business administration.	A	
Hold a coaching qualification or have evidenced based experience of coaching staff teams to optimise performance	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:	Anne Doyle	Date: Jan '21

