



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

Standard Template

JOB TITLE:	Connected Working Coach		
GRADE:	G8	SERVICE AREA:	Organisational Development
JOB CODE:			
REPORTS TO:	Lead Coach	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The postholder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

1. Main purpose of the job role

Connected Working is a service based on promoting a learning and continuous improvement culture, that Service Areas and teams can access during times of change. It is a series of tools, training and wrap around coaching that a Service Area or team can use to improve performance, culture, and staff morale, that ultimately impacts positively on the services provided to the communities of Walsall.

It is a package of support that can help teams to successfully implement change in their areas.

- To develop resources and deliver a team-based training programme (connected working) for managers, across identified services and teams, across the council. Training will assist managers in embedding new ways of working and underpin continuous service level improvement through the improvement management of teams.
- To develop appropriate resources and deliver wrap around coaching to individual managers to ensure the learning cycle is competed and that training is embedded in a manager's everyday work.
- Develop and maintain the electronic 'Connected Working' platform which assists those teams that use it to communicate.
- Work collaboratively with services in order to identify objectives to maximise service improvement opportunities and provide a bespoke training and coaching offer to ensure the objectives are achieved.
- To evaluate learning and organisational development activity at operational level to ensure value for money, continuous improvement, and enhanced customer experience.
- To assist in identifying and contribute to the continuous improvement and leading-edge strategies and interventions for learning and organisational development.
- To assist in identifying and progressing opportunities for income generation.
- To ensure that reference to appropriate legislation is current and clearly identifies the duty of managers in the different situations covered in training.
- To work collaboratively with other Connected Working Coaches/Training Officers/Learning and Development Consultants so that programmes are not being delivered in isolation and form part of a wider training strategy.

2. Role specific duties and accountabilities:

- To ensure provision of a fit for purpose learning and development programme which meets the needs of the service area or team. This will be achieved by working with senior managers to identify the objectives to be delivered by Connected Working.

- To develop a working knowledge of Council/directorate priorities/direction of travel, values, and culture, to ensure that the Connected Working programme is suitably targeted at areas of development.
- Develop and deliver management training that takes into consideration current thinking and research. Using professional and innovative learning methodologies with an emphasis on online learning and the use of digital application to enhance engagement of the audience.
- Continually review training offer and develop new training as needs arise during the work with different teams and service areas, providing a bespoke offer to the organisation.
- Provide wrap around professional coaching to managers, to assist embedding of the training into everyday work practices. Assessing the needs of each individual coachee and signposting to additional resources or providing available Connected Working resources as required.
- Evaluate learning interventions in a timely way and adjust delivery based on responses from the audience, providing data and concise report to inform senior managers.
- Clearly articulate across the Council the purpose of Connected Working as a tool to support new ways of working – underpinning continuous improvement through a learning and coaching culture.
- Operate as the accountable officer in delivering the Connected Working programme at a service and team level – taking responsibility for attendance at training and coaching sessions.
- 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.
- Provide ongoing support for managers through regular 121 coaching to enable them to implement aspects of the training delivered by the programme and work towards a high performing team.
- Provide feedback to senior managers verbally and through the end of programme report to show progress towards identified objectives.
- 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.
- Accountability for the development and ongoing maintenance of the 'Connected Working Platform', supporting teams to access the platform; monitor activity and seek to continually improve ways of teams communicating.
- To support the conduct of a rigorous learning needs analysis with the Service Areas engaged with Connected Working, providing data and reports showing the impact of coaching and training on the team.
- To engage with Union Learning Representatives regarding Connected Working initiatives.
- Support the commissioning of learning and development providers or services and an understanding of best practice procurement policies/procedures. Budgets not exceeded £5k.
- To undertake project work as and when the need arises.

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 Connected Working Coach	GRADE G8	
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: refer to corporate behaviours document		
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, influence, persuade and motivate 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 improve ways of working	A/I	3
Ability to develop and deliver innovative and engaging learning programmes and presentations.	A/I	3
Evidenced coaching capability, including independently leading individual coaching sessions with confidence, and assessing the needs of the coachee.	A/I	3
Ability to work collaboratively with senior leaders to identify objectives and provide a bespoke learning and coaching package.	A/I	3
Ability to take ownership and ensure goals are successfully achieved within tight deadlines and deliver on competing priorities.	A/I	3
High degree of self-awareness and emotional intelligence – able to adapt behaviour to circumstances, customer, and environment.	A/I	3
Excellent IT skills and able to support others in their use.	A/I	3
Ability to engage individuals in learning that have low motivation or do not see the value in the learning.	A/I	3

Knowledge/Experience:		
Significant experience of delivery online to individuals or groups using Microsoft Teams or equivalent.	A/I	3
Experience of coaching individuals, assessing their needs, and providing resources and coaching direction to lead their development.	A/I	3
Experience in developing and undertaking staff surveys and in turn analysing and presenting data to senior managers.	A/I	3
Significant experience of providing feedback to senior managers in a way that maintains integrity of the Connected Working programme	A/I	3
Experience of designing training programmes to be delivered through face to face or virtual sessions	A/I	3
Significant experience of the use of online systems and Microsoft applications.	A/I	3
Evidence of continuous professional development in coaching and delivery of learning programmes.	A/I	3
Ability to respond positively to changes in work allocation at short notice, working under pressure and own initiative.	A/I	3
Knowledge of legislation that managers need to adhere to regarding disabilities and reasonable adjustments.	A/I	3
Experience of generating learning and development outcomes, in collaboration with relevant partners, evaluating learning and development programmes and suggesting developments in response to outcomes.	A/I	3
Experience of dealing with sensitive issues within a coaching session, with the ability to determine when issue need to be escalated.	A/I	3
Qualification:		
Educated to Level 3 or above in leadership and management, teaching and learning, organisational development or change management.	A	
Hold a coaching qualification or have evidenced based experience of coaching individuals to improve 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: Jacky Matthews		
Date:		10/08/23