



ROLE PROFILE

Job Title: Team Lead (Fair Start Scotland) **Department:** Employment Services

Job Holder: **Date:**

1 MAIN PURPOSE OF THE ROLE

The post holder will manage the operational delivery of the relevant project/s within the business unit. Where appropriate, deliver specialist services as part of the role. You will lead a culture of continuous improvement, supporting the team to deliver high quality services to the customer group aligned to performance expectations, organisational strategy, business plans, contractual obligations and financial goals.

2 SCOPE OF ROLE (Key Accountabilities)

- Manage operational activities to achieve contractual obligations and business goals
- Monitor and manage performance levels against key performance indicators for contract management, compliance and continuous improvement
- Lead, motivate and develop colleagues to enable them to provide high quality services and sustain a positive culture
- Identify trends through the use of data and implement actions for continuous improvement
- Manage project resources and budget to maximise value
- Manage project compliance with relevant policy, procedures, contractual and legislative obligations

The post holder will:

- Set and implement individual performance targets and objectives
 - Implement a performance management framework to support the achievement of targets and objectives
 - Responsible for ensuring all project targets and contractual targets are achieved
 - Positively represent The Wise Group at appropriate meetings, conferences and seminars
 - Support the submission of tenders, funding applications by providing operational and specialist expertise and insight
 - Have the ability to manage a team within a multifaceted complex projects and in a fast paced environment
 - Input to management of risk, governance and quality across the operational business unit ensuring good governance, including fraud and assurance measures
 - Plan, organise and manage workloads ensuring project plans are achieved and are aligned with wider business plans and contractual requirements
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3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL

- Able to demonstrate the competencies required to undertake this post

- Team management experience is preferred
 - The ability to lead a team, multi-task, prioritise a varied work plan
 - Proven performance management skills
 - Excellent planning and organisational skills
 - Demonstrate a commitment to continuous learning and development
 - Ability to manage a team and coach for success
 - Excellent interpersonal and relationship building and influencing skills
 - Highly proficient in the use of technology and key software packages
 - Analytical and problem solving capability
 - Able to work on own initiative and judgement to resolve issues independently
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4 ADDITIONAL REQUIREMENTS

- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, customers and colleagues
- Role model for Equality, Diversity and Inclusiveness
- Subject to appropriate security and background checks
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication
- Ability to work flexibly to meet business needs
- A full driving licence is essential and the use of a car would be advantageous