



## Team Lead

## The Wise Group

**The Wise Group is on a mission to transform people's lives.**

- The Wise Group is a leading social enterprise working to lift people out of poverty. As an enterprise, we build bridges to opportunity for the most vulnerable in our society.
- Every day we support our customers into jobs, work to lift people out of fuel poverty, and help people coming out of prison to build a better future. Our work is varied and underlying everything we do is a passion and commitment for social justice and a fairer society for all.
- We know how important it is to nurture a positive culture that is focused on the delivery of high quality, continually improving and compassionate support.
- Shaping a positive culture and promoting our values is a vital aspect of this role. Our values being:
  1. We go the distance, so our colleagues and customers reach a positive and sustainable future.
  2. We are ambitious to make a real difference every day; socially, financially, and culturally.
  3. We hurdle boundaries and innovate.
  4. We thrive through collaboration, kindness and learning together.

5. We celebrate and respect individual difference.

## The Role

- The Team Lead plays an important role in the enterprise and will lead, motivate and develop a team of operational colleagues to achieve the financial, social and cultural outcomes of their area of business. The Team Lead will ensure that they and their team are engaged in our transformation journey, and that our values are lived and breathed.

### You'll take ownership for

- Leading, motivating and developing colleagues to enable them to provide high quality services and sustain a positive culture.
- Ensuring key performance indicators whether externally mandated or internally generated are monitored and achieved.
- The creation of positive relationships internally and externally with emphasis on identifying and connecting all stakeholders in any situation.
- Ensuring robust governance of their team's activities including risk management and quality assurance.

- Working collaboratively with Wise Group colleagues to maximise impact for our colleagues, customers and enterprise.
- Drive continuous improvement through the use of data analytics, customer feedback and best practice.
- Understanding key financial drivers for your team and ensuring budget parameters are kept.
- Working with external stakeholders to understand and investigate feedback.
- Highly proficient in the use of Office 365 and other software packages experience.

### **The Behaviours**

How we do things needs to be at the heart of what we do and how we go about doing it. Success is knowing our values and behaviours and using them to manage our decisions and actions. The behaviours most important to this role are:

### **About you**

- Inspiring Others: Reflects the ability to support and encourage colleagues and teams, so they can give of their best.
- Communication – Reflects the ability to take responsibility for the tone, content and impact of how you choose to communicate.
- Delivering Results – Reflects the ability to focus oneself and others on achieving specific outcomes.
- Adaptability – Reflects the ability to respond and adapt to changing circumstances.
- Teamwork – Reflects the ability to contribute to teams and to improve their effectiveness through personal commitment.
- Humility – Reflects the ability lead from behind, as a hidden hand and not from the perspective of personal ego.
- Capability Management: Reflects the ability to set self and others' objectives that directly contribute to the overall enterprise objectives and review these regularly within 'My Contribution'.
- Confident and effective leader with an inclusive and collaborative style and the ability to inspire, coach and motivate others.
- A creative thinker, able to identify process improvement and create solutions to achieve such.
- Excellent verbal and written communication skills including presentation delivery.
- A track record of developing and maintaining internal and external stakeholder relationships which directly impact on achieving positive change.
- Strong interpersonal skills with proven people management experience.

- Equity and Diversity – Reflects the ability to support a diverse and inclusive workplace to achieve a competitive advantage.
- Integrity – Reflects the ability to work ethically and to share the enterprise value of honesty.

**We succeed when we work together.**

Here's who you'll be working with regularly:

- Your team colleagues
  - Colleagues across the enterprise
  - External Stakeholders
- The main responsibilities of this role are described here. As our needs as an enterprise change, we may need to make reasonable changes from time to time.

## More about working for us

There's lots of great stuff about working here. For full details pop over to our webpages.

Our mission is critical and the work is important, but so is your life. We have put together a benefits package, including exercise and mental wellbeing sessions, that mean you can live and work well.

All of our roles benefit from a 'Remote First' approach, giving you flexibility. Need to start late, finish early or fancy a change of scenery? That's fine, our Remote First approach focuses on what you achieve, not presenteeism. With many different working patterns in place, let's discuss what works best. **We're ready to chat.**



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Building bridges to opportunities

[www.thewisegroup.co.uk](http://www.thewisegroup.co.uk)

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