



Directorate:	Operations & Customer Service Directorate (OCSD)
Capability Area(s)	Operational Delivery
Job Title:	Head of Group (Operations)
Grade:	Grade 6

Job Purpose

To lead the Operational Group to deliver excellent Customer Service, setting the direction and driving the delivery of Operational and Customer Services Directorate (OCSD) Key Priorities, Service Level Agreements, Secretary of State and Agency targets.

Profession: Operational Delivery

Operational Delivery Profession (ODP) is the largest and most diverse professional community across the Civil Service. ODP applies to all public facing roles / or a role that is primarily aligned to supporting the work of those with public facing roles.

Functional Accountabilities

1	<p>Lead the Group to:</p> <ul style="list-style-type: none"> • Achieve key performance targets, performance and quality standards • Achieve internal targets and standards • Continuously improve efficiency and effectiveness • Effectively manage risks • Deliver Change across the Agency
2	Contribute to the Agency's strategic business planning process by developing the Groups Key priorities and setting the performance and quality standards. Ensuring the effective management all resources based on robust business intelligence.
3	<p>Advance and support the Group and Agency's strategic, organisational and cultural change programmes by, for example:</p> <ul style="list-style-type: none"> • Promoting changes and leading teams through the change process • Delivering and monitoring the benefits brought by change • Building team and management capability to be fit for the future • Creating a culture that supports an environment of accountability and future proofs the workforce
4	Represent the Group/ Directorate/Agency's view at senior management and stakeholder meetings.
5	To communicate regularly and effectively with the whole of the Group, and across the Agency i.e. statistics, current issues and performance.
6	Ensure individuals and team colleagues adhere to Data Protection, Security, Health & Safety policies and understand relevant employment law.
7	To promote and maintain good working relationships with a broad range of key stakeholders internally and externally including the TUS.
8	To lead the Group ensuring that the continuous improvement, culture development and a positive approach to change across all Group's operations and activities.

People Manager Accountabilities (Y/N)

Y



CS Behaviours Framework *or applicable framework (Select core behaviours (max 6))	Competency Level (1-5)
Delivering at Pace	5
Making Effective Decisions	5
Managing a Quality Service	5
Leadership	5
Communicating and Influencing	5
Seeing the Bigger Picture	5

Knowledge & Experience
Large scale operational leadership experience in a fast-paced environment.
Has successfully led a large business through structural and or cultural change.
Demonstrates experience of creating an open, dynamic working environment, which encourages others to flourish and grow.

Skills & Ability
A confident, passionate, and articulate operational delivery professional, who can effectively lead people to exceed our customers' expectations, in an environment of honesty, accountability and trust
An authentic and visible leader who role models the essential values of integrity, impartiality and independence.
A future focussed mindset, able to balance long and short-term priorities to implement business, process and people strategies; with a deep understanding of the value that they bring to the business.
A credible, authentic, and skilled influencer at all levels; able to act strategically and decisively in alignment with the bigger picture. A clear and compelling communicator.
Able to promote an innovative culture; where shared vision, collaboration, and learning from mistakes enable continuous improvement. Willing to take managed risks, with the resilience, determination, and drive to achieve goals.
Politically astute, with the ability to challenge skilfully whilst maintaining strong trusting relationships
Strong interpersonal and relationship building capability, with consultancy skills.