

## Manager/Team Leader Roles & Responsibilities

### 1. Role

The role of a manager/team leader is to undertake assigned work and manage relevant processes, people and/or projects.

The manager/team leader will manage people either directly or indirectly to deliver the agreed objectives.

- Client Service
  - Plan and deliver tasks and oversee a process/project within the agreed timescales.
- Business Delivery
  - Raise the profile of your team / project through effective communication and leadership whilst supporting College initiatives.
- Team Management
  - Manage others and act as a role model.
  - Work co-operatively with all colleagues for the benefit of the College and its Clients.
- Professional Skills
  - Develop and apply the relevant skills and knowledge to operate competently as a manager/team leader and develop the skills within the team.

### 2. Responsibilities

- Client Service
  - Take responsibility for the work you and your team produces ensuring high levels of attention to detail.
  - Constantly seeking improvement and creating a climate where others are encouraged to do the same.
  - Actively looking for ways to improve service and initiating them or bringing them to the attention of others.
  - Monitor the quality of delivery levels and raise any concerns with your manager.
  - Plan and complete delegated tasks to a high standard delivering work to agreed times.
  - Support your team to prioritise work daily by checking timescales, ensuring most important tasks are completed first.
  - Identifying problems and collaborate with others to propose solutions in an effort to solve them.

- Develop and maintain effective relationships with Clients, colleagues, suppliers and other stakeholders.
- Be flexible in approach to role and task completion and when applicable 'step in' or 'step up' to other roles/positions that may need support.

- Business Delivery

- Understand the College's portfolio of programmes and services and share this understanding with wider members of the team.
- Through the delivery of daily tasks and decisions demonstrate commitment to our Values.
- Manage and simplify complex processes understanding what to measure and how to measure it
- Present a positive image to other areas of the College and external contacts by clearly communicating the role and purpose of the team.
- Work co-operatively with fellow business professionals and tutors within your centre and across centres / functions to encourage good working relationships and maintain high levels of client support and delivery.
- Research and support the wider understanding, the College's products and services and the areas that make the College distinctive within the marketplace.
- Take responsibility for ensuring those directly or indirectly under your supervision are up to date with developments provided by the wider management team.
- Seek to obtain first-hand client feedback and use it for improvements in products, services or process.
- Understand the need for flexibility and effective leadership when communicating and implementing change.
- Promote and raise the profile of the College in the marketplace where possible.
- Refer Client feedback and concerns to your manager when applicable.
- Contribute positively to open days, careers fairs and centre tours.
- Challenge accepted thinking or ways of doing things in a positive and constructive manner.
- Comply with the organisation's internal systems and procedures.

- Team Management

- Approachable and actively seeks to motivate others, promoting positive teamwork by maintaining high levels of energy and optimism.
- Actively acknowledge others' efforts, contribution and commitment to the College's strategic objectives.
- Demonstrate drive, determination, enthusiasm and an ability to work effectively as a member and leader of a team.
- Act as a role model, coaching/mentoring members of the team and ensuring there is an effective succession plan for people and skills in place to maintain service delivery.

- Demonstrate a commitment to and understanding of performance management techniques and undertake or contribute to performance reviews for team members who are directly or indirectly under your supervision.
- Provide cover, when appropriate, for the team in cases of absence or unavailability.
- Support fellow managers/team leaders to achieve deadlines within and beyond your own area of responsibility.
- Working across teams and functions undertake specialist roles which require the experience and knowledge of a manager/team leader.
- Plan, organise and contribute to team meetings ensuring that your experience is shared with the wider team.
- Ensure your performance review takes place on a timely basis and that objectives are agreed.
- Seek and provide regular constructive feedback through working together.
- Challenge poor behaviour in others in a positive and constructive manner.

- Professional Skills

- Demonstrate functional and technical knowledge and skills to conduct your role to a high level of accomplishment.
- Develop skills to fulfil or exceed the responsibilities of a competent manager/team leader in your function.
- Develop and implement own development plan with your manager.
- Support the development of others through sharing knowledge and skills gained through working for the College.
- Keep up to date with developments in your area of specialism.
- Discuss and agree personal development needs as part of your performance development review.
- Attend relevant training and development.
- Receive, reflect and act on feedback on own performance.

### 3. Other Contribution

- The College values good citizenship and social responsibility, and encourages people to take an active role within each centre / function to help define the College's personality and Values – supporting the achievement of World-class status.
- It is the individual's responsibility to inform their manager of their wider contribution via supporting evidence as appropriate.