

**Team Leader**

**GRADE 7**

**Job Purpose**

To lead, manage and ensure an effective and efficient service delivery of [Unit, Department etc.] team for the [School, College, Department etc.]. You will be responsible for delivering continuous improvements, implementing consistent and standardised processes and practises to create a flexible and responsive service. Working closely with the [Head of Professional Services] you will contribute to a number of [School, College, and University] projects as required.

As a key part of the (name) leadership team, you will be recognised as a subject matter expert for all (Team) activity across the School. You will provide operational and policy related advice/support to School Directors and other key stakeholders as appropriate.

**Main Duties and Responsibilities**

1. To lead the [Unit, Department etc.] Team to ensure an effective service delivery for [student, staff, support services] is offered ensuring the efficient management and deployment of staff resources are well-utilised.
2. To oversee operational management arrangements to deliver, implement and achieve a high- quality and performance, as well as providing an effective, flexible, and responsive administrative support.
3. To review and lead on the provision and management of information systems for staff, students and [unit, department, service] to ensure accuracy and integrity of data is maintained in line with University policies and procedures and communication channels are monitored and updated (e.g., handbooks, webpages etc).
4. To proactively work in partnership with academic and professional services colleagues within the [School, Unit, Department, College] to standardise, streamline and improve processes and practices to enhance service delivery.
5. Where required, actively engage, and contribute to School related activities involving clerking at committee meetings, liaising with colleagues and stakeholders with enquiries, preparing reports and statistical information and providing guidance on administrative processes used across the School and College.
6. Working closely with the Head of Professional Services to review, maintain and continuously improve Quality Assurance and Evaluation to ensure the effective management of quality assurance processes providing specialist advice to internal and external stakeholders on related practices to support and safeguard the [unit, department, school, college, University].
7. To oversee team members are trained, have the required knowledge and understanding, and have effective systems in place to provide up-to-date and accurate documentation, information, support, advice, and guidance to key stakeholders.
8. Working in partnership with the Head of Professional Services and other Senior School colleagues, contribute with school projects and key strategic priorities as and when required.
9. Engage in reasonable professional development activities as appropriate.
10. Undertake any other reasonable duties as required by the team.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and management skills in a similar or number of different specialist roles.

Scottish Credit and Qualification Framework level 9 (Ordinary Degree, Scottish Vocational Qualification level 4)) or equivalent (including professional accreditation with relevant formal training), and experience of personal development in a similar or related role(s).

**Knowledge, Skills, and Experience**

* Significant experience of managing and developing a team with various experience and skill set.
* Significant experience of working in a similar role in a process driven environment.
* Experience of delivering efficient and high-quality service for a variety of key stakeholders.
* Ability to demonstrate delivering a high-quality service providing advice and guidance to others on governance, compliance, and service delivery matters.
* Excellent people leadership and management skills
* Excellent planning and organisational skills, ability to multi-task and work under pressure to manage tight deadlines.
* Proven ability to work proactively and independently, setting own priorities and targets, and using initiative to solve problems.
* Excellent oral and written communication skills, with proven interpersonal skills dealing with a wide range of stakeholders.
* Proven ability of delivering tact, confidentiality, diplomacy, and discretion.