ROLE PROFILE

Practice Manager - Engineering

Reports to:	Senior Practice Manager / Head of Function				
Grade:	Manager			**Job Family:**	Change
Leadership Responsibility:	Direct Reports:	C.15	Indirect Reports:	**Regulatory Information:**	Not Applicable
Location:	Binley, Coventry. Team-led hybrid working arrangements apply.			**Working hours:**	35
Effective Date:	16/02/2022			**WD Job Code:**	JC_0747

ABOUT THE ROLE

The Practice Manager will be instrumental in leading the People agenda. The role will be responsible for ensuring that the Practice has a highly skilled and motivated workforce with an emphasis on Talent Management Development and Coaching to ensure people are engaged and performing at their optimal level. The role will focus on developing capability to operate within agile product teams, ensuring personal growth and stretch opportunities are realised to deliver effective talent and succession pipelines.

Your role is pivotal in defining goals and objectives; and in articulating a reimagined future state enabled by innovative use of technology and agile ways of working.

You'll work closely with the CIDO Leadership to deliver the future state, with a focus on early and incremental release of value by creating an inclusive environment where people feel safe to speak up, voice concerns and suggest ideas. Your strong planning, communication, and presentation skills along with your experience in agile ways of working will be critical to your engagement with stakeholders, and to the success of your practice

ABOUT YOU

- An authentic 'servant-leader' who takes responsibility for ensuring the team's success ahead of your own needs. You take a coaching approach and empower others to make decisions that lead to great outcomes.
- You are passionate about ensuring the business delivers a great customer service and experience. Seeking to understand how decisions impact the end user and asking questions to gain insight into the customer perspective and experience.
- You create a culture of continuous improvement. You learn from mistakes and use the experience to change how you and the team respond to similar situations in the future.
- Intellectually curious; you encourage ideas and challenge, through innovative thought leadership.
- Highly self-aware and emotionally intelligent, you understand your impact on others and take time to understand all colleagues and help them to operate at their best.
- With great resilience you maintain energy and enthusiasm and embrace situations positively to motivate and inspire.

REQUIREMENTS:

- Technical skills and experience appropriate to the Practice individuals will lead
- Able to promote and coach the understanding of Agile Practices and Values; coaching, developing and inspiring individuals to drive great results and outcomes.
- Able to quantify resource requirements, measure and communicate proposed outcomes, value, benefits and risks.
- Able to negotiate and influence both delivery teams and business partners to achieve target outcomes.
- Strong belief in culture of Learning and Continuous Improvement, using front of market techniques to enhance performance and operation.
- Takes personal responsibility for identifying and carrying out own development needs to improve own performance.
- An advocate for career paths, identifying development opportunities and an an ability to incubate and grow the talent pool.

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)	
General Profile	You will be accountable for **leading, supporting and improving** individuals through:

	• Provision of consistent, inspirational people services to enable individuals to meet their goals, develop their full potential, build a sense of community, and enable business agility through continuous learning and improvement. This will be supported by the pillars of: o Leading and Inspiring People o Role modelling values and behaviours o Empowering and involving people o Managing performance o Recognising and rewarding performance o Supporting delivery o Building capability o Delivering continuous improvement o Creating sustainable success • And enabled through the primary Practice Services of Talent Acquisition and Recruitment; Pastoral Care; Performance Management; Coaching; People Development and Talent Management.
People & Relationships	• This is a leadership role as defined by the Coventry's leadership capability framework. In the teams that you work in and/or lead you will create an inclusive environment where people feel safe to speak up, voice concerns and suggest ideas. • You will seek input from others to test assumptions, challenge thinking and bring in new perspectives.
Governance, Risk & Controls	• Manage customer/business needs and mitigate risk in line with Society risk frameworks and boundaries; challenge outside area of responsibility where appropriate. • Encourage a culture of escalation and risk identification/resolution. • Ensure that changes implemented result in a positive impact on our business customers and our members.
Impact, Scale & Influence	• Leadership of c.15 direct reports. Supporting delivery of the CIDO Portfolio at c. £110 million per year.
Decision Making / Problem Solving	• You will help the Society drive insight and support strategic decision making by generating, analysing and interpreting data and identifying areas for further investigation with respect to the activity outlined within 'General Profile' accountabilities. • You will be commercially aware and will ensure that solutions effectively meet the Society's needs.
Comparable Roles	Practice Manager - Change