

JOB DESCRIPTION TEMPLATE

Career Ladder:	Leadership & Management
Business Title:	Team Lead
Department:	
Department Code:	
Level:	D - E

Job Summary:

The Team Lead provides operational oversight and technical leadership for all areas within a specific service offering within a single reporting unit.

Organizational Status:

Work Performed:

Specific Duties:

Core Duties:

- Contributes to the development of strategies, operating plans, and performance measures/targets for a specific service offering and leads the day to day delivery of related services and activities.
- Works with business partners and/or IT leadership to develop project resource plans to meet staffing, space and equipment requirements. Coordinates and distributes work, monitors workloads and backlogs, and makes necessary adjustments.
- Provides coaching and mentoring on the more complex elements of the work, applying an advanced level of technical expertise and judgement to support the achievement of desired work outcomes.
- Develops and implements procedures, methods, standards and controls to support operational efficiency, monitor compliance, mitigate risks, and achieve team results.
- Prepares budget recommendations for resources.
- Responsible for product expertise which would include development of new systems, acquisition of new software or hardware packages, changes and enhancements.
- Manages staff in the day-to-day performance of their work, provides leadership and mentoring, and uses a wide range of tools and techniques to create and maintain a collaborative, motivated and positive team atmosphere. Ensures all staff is aware of and adhere to the systems, procedures, methods, standards and controls within the unit.
- Develops and manages professionals and other staff including selection, training, coaching, performance management and all other people practices.
- In collaboration with the Manager/Senior Manager, manages the staff performance assessment process. Conducts regular meetings with direct reports.
- Assesses learning and development needs and provides career planning advice to staff and creates development plans to help staff achieve their career goals including assigning work which leverages their skills and capabilities and provides them with opportunities for learning.
- Manages performance concerns and disciplinary action in collaboration with HR and, where applicable, a Manager or Senior Manager.
- Makes recommendations on the selection of vendors.
- May serve as a Project Manager and be responsible for the overall management and success of the project.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

Consequence of Error/Judgement:

Supervision Received:

Supervision Given:

Education/Work Experience:

Skills:

Competency Proficiency:

Core Competencies:
<p><u>Collaboration (Intermediate – I):</u></p> <p>Actively solicits ideas and opinions from others to efficiently and effectively accomplish specific objectives targeted at defined business outcomes. Openly encourages other team members to voice their ideas and concerns. Shows respect for differences and diversity, and disagrees without personalizing issues. Utilizes strengths of team members to achieve optimal performance.</p>
<p><u>Communicating for Results (Intermediate – I):</u></p> <p>Conducts discussions with and writes memoranda to all levels of colleagues and peer groups in ways that support troubleshooting and problem solving. Seeks and shares relevant information, opinions, and judgments. Handles conflict empathetically. Explains the context of interrelated situations, asks probing questions, and solicits multiple sources of advice prior to taking action when appropriate.</p>
<p><u>Problem Solving (Intermediate – I):</u></p> <p>Applies problem-solving methodologies and tools to diagnose and solve operational and interpersonal problems. Determines the potential causes of the problem and devises testing methodologies for validation. Shows empathy and objectivity toward individuals involved in the issue. Analyzes multiple alternatives, risks, and benefits for a range of potential solutions. Recommends resource requirements and collaborates with impacted stakeholders.</p>
Role Based Competencies:
<p><u>Leading Self (Basic -B):</u></p> <p>Demonstrates self-control and recognizes own pressure points. Acknowledges need for and seeks out the appropriate training and/or coaching. Volunteers to undertake tasks that stretch abilities. Possesses a strong work ethic and manages workload autonomously using creative methods to organize and prioritize ongoing workload.</p>
<p><u>Leading Others (Intermediate – I):</u></p> <p>Guides, coaches and motivates others. Assesses developmental needs and engages team members in projects that challenge their skills and abilities. Provides opportunities for others to learn from experts. Addresses and confronts issues and inappropriate behaviours in a timely and respectful way.</p>
<p><u>Leading the Organization (Basic -B):</u></p> <p>Understands and conveys departmental vision to staff and stakeholders. Understands UBC and departmental commitments, goals and strategies and how they align with and guide daily operations. Sets realistic service expectations within given constraints. Makes decisions that align with best practices and the organization's core values.</p>