

## Leadership and Management: Our Expectations

**Managers at Wirral Council are expected to do the following to maximise performance, to deliver outcomes for the people and communities of Wirral-:**

<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Conduct regular effective one-to-ones, team briefs and meetings</li> <li>• Articulate clearly to colleagues</li> <li>• Communicate key messages and encourage feedback</li> <li>• Build networks internally &amp; externally</li> </ul>	<p><b>Change &amp; Service Development</b></p> <ul style="list-style-type: none"> <li>• Drive &amp; champion change</li> <li>• Plan &amp; improve service delivery</li> <li>• Consult with users and other providers to inform service provision</li> </ul>	<p><b>Safety &amp; Health at Work</b></p> <ul style="list-style-type: none"> <li>• Promote employee health &amp; well being</li> <li>• Meet statutory legislative requirements</li> <li>• Conduct risk assessments</li> <li>• Manage health &amp; safety risks appropriately</li> </ul>
<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Translate the Council's goals and priorities into service/team/individual objectives</li> <li>• Achieve realistic performance targets and standards within agreed resources</li> <li>• Deliver improved service delivery through learning and innovation</li> </ul>	<p><b>Equality &amp; Diversity</b></p> <ul style="list-style-type: none"> <li>• Manage behaviours</li> <li>• Conduct Equality Impact Assessments</li> <li>• Undertake responsibilities under The Equality Duty &amp; Dignity/Respect Agenda</li> </ul>	<p><b>People and Culture</b></p> <ul style="list-style-type: none"> <li>• Provide leadership</li> <li>• Motivate &amp; develop your team effectively</li> <li>• Deliver performance appraisals</li> <li>• Manage attendance effectively</li> <li>• Deliver within the employee HR framework</li> </ul>
<p><b>Financial Management</b></p> <ul style="list-style-type: none"> <li>• Manage service delivery within approved budgets &amp; resources</li> <li>• Improve management of assets</li> <li>• Identify &amp; implement improvements to value for money</li> </ul>	<p><b>Corporate Governance</b></p> <ul style="list-style-type: none"> <li>• Focus on community requirement</li> <li>• Deliver services in an effective and efficient manner</li> <li>• Manage risk</li> <li>• Deliver excellent standards &amp; codes of conduct</li> <li>• Provide and adhere to transparent structure &amp; process</li> </ul>	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Deliver the Council's risk framework &amp; processes</li> <li>• Assess, monitor and escalate risks &amp; issues</li> <li>• Identify &amp; advise on new risks arising from new objectives/activities</li> <li>• Deliver the Council's emergency planning process</li> </ul>

**Underpinned by Wirral's Values and Behaviours, which run through all that we do.**