

Middle Manager - Five Ideal Roles



LEAD STRATEGY IMPLEMENTATION

Contribute to strategic planning (trends, issues, e-scan)
 Development, direction, and execution of operational plans
 Discern and communicate information and context required by employees and senior leadership
 Strategic HR management



ENABLE INDIVIDUAL PERFORMANCE

Work planning
 Provide required resources
 Developing job descriptions
 Grievance and discipline
 Coach/mentor direct reports
 Identify high-performers
 Engage and grow talent to meet future needs



MANAGE TEAMS & RELATIONSHIPS

Ask for input and listen to suggestions
 Develop relationships with employees
 Resolve conflict
 Team building
 Acquire talent to meet current and future needs
 Give meaningful performance feedback



FACILITATE COLLABORATION

Coordinating with other areas
 Interacting with people outside of direct unit
 Stakeholder and/or community engagement
 Contract management (relationship with vendors)
 Committee work



MANAGE INFORMATION & ADMINISTRATION

Budget
 Read/write reports, memos, letters, CDI, CII
 General desk work/inbox
 Routine financial reporting
 Schedule employees and approve timecards
 Freedom of Information (FOI)

Competencies: Technical, Communication, Strategic Orientation, Innovation, Process Management, Accountability, Performance Management, Personal Leadership, Building Organizational Community, Planning and Risk Management.

Values: Show Respect and Integrity, Practice Excellence and Innovation, Service Citizens, Act as One Team.