

## Group Manager/ Group Manager (Control) Rolemap

Ref	Title
EFSM2	Lead, monitor and support people to resolve operational incidents
EFSM6	Implement organisational strategy
EFSM9	Implement and manage change in organisational activities
EFSM10	Plan and implement activities to meet service delivery needs
EFSM11	Determine effective use of physical and financial resources
EFSM13	Select required personnel
EFSM14	Manage the performance of teams and individuals to achieve objectives
EFSM15	Develop teams and individuals to enhance workbased performance
EFSM16	Manage yourself to achieve work objectives
Optional	
EFSM17	Advise on development and implementation of quality policies
EFSM18	Implement quality assurance systems
EFSM19	Monitor compliance with quality systems
EFSM22	Develop information systems to support service delivery objectives
EFSM23	Agree project plan to meet specified objectives
EFSM24	Co-ordinate projects to achieve objectives

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