

**Job Description and Person Specification**

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| Post Title | **Team Manager** |
| Post Level | **Operational Management Team Level 2** |
| **Service Area** | Children’s Social Care, CYPL, HECS |
| **Grade** | **Grade 11** |
| Post Level Descriptor | |
| Reports to a senior manager and may manage an operational area. Responsible for plans for the assigned area, budget and staff.  Will be a role model and ensure staff are living the organisational values of:  Aspire to be better  Enable Others  Deliver on promises | |
| Purpose of the Post | |
| * To manage a medium to large team of employees, or a number of small teams. Will have a small to medium number of direct reports following the Council’s HR policies and processes. * To always portray a positive image of the Council to employees and customers and deliver on promises * To ensure the team aware of Council services available and able to sign post customers as required. * To account for a medium to large budget. * Schedule and allocate work for the team(s) on a medium to long term basis * Plan events and/or projects over the medium to long term * Contribute to the development of longer term plans and projects. * To be responsible for the training, support and development the team. * To ensure regular two way communication and engagement with the team * To take responsibility for the Health and Wellbeing of the team. * To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility * To ensure self and team have the highest regard for customer service whilst understanding the need to effectively manage the demand for services * To always portray a positive image of the Council to employees and customers and deliver on promises * To ensure the team aware of Council services available and able to sign post customers as required. * To fulfil responsibilities as a corporate parent * Ensure the team’s work location meets general health and safety standards and is presentable at all times and to ensure the team are aware of health and safety responsibilities * To take a proactive approach to self development and keep an up to date working knowledge of best practice associated with the area of work. * To be responsible for the overall performance of the team and all associated Human Resource related matters. * To embrace opportunities for change and to encourage new ways of working including the use of technology | |
| Service Specific Tasks | |
| * To provide consistently high quality Supervision of Qualified Social Workers and/or others within the Team which is reflective, directive, regular and well recorded * To act as primary decision-maker for case work, managing risk to ensure that children and young people are safeguarded and their welfare promoted and that outcomes for children and young people are improved * To ensure that the work of the Team is consistent with the statutory framework and local guidance for work with children and young people, carers and parents * To ensure that work with children and young people, parents and carers is based on and proportionate to assessed need, is SMART planned, is regularly and systematically reviewed and is outcome focused * To provide expert advice, guidance, support and challenge in relation to children’s safeguarding, based upon sound technical knowledge and an awareness of evidence-based best practice and innovation * Where possible and practicable and consistent with their welfare, to work to promote care by children within their families * To work in constructive and productive partnership with a range of other agencies, voluntary and charitable organisations and individuals working with children and young people, parents and carers * To ensure that the voice of the child (their views, wishes and feelings) is central to the work undertaken | |
| Performance Standards | |
| * The need to adhere to Council’s Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct * The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information * The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council * The need to observe and implement the Authority’s information governance policies and procedures, including the security of information assets and data. * Willing to carry out a similar job role in other service areas as required. * Demonstrates flexibility in their approach to work * Creates an environment which enables individuals to speak up and challenge. | |
| Competency Requirements | |
| **Engaging People** - Level 2  Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.  **Delivering On Or Promises** Level 2  Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.  **Delivering On Customer Outcomes** Level 2  Delivering a customer focused service across the team.  **Enabling Change** Level 2  Creating and enabling an environment that encourages the acceptance of change within teams.  **Aspiring To Be Better** Level 2  Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.  **Working Together** Level 2  Promoting collaborative relationships with others to deliver an excellent customer focused service. | |

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| **Person Specification** | |
| **Responsible To** | *Senior Manager* |
| **Responsible For** | *A Team of Qualified Social Workers and/or others* |

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| **Factor** | **Essential** | **Desirable** | **Assessment means** |
| **Skills, Knowledge and experience** | At least 3 years experience of Children’s Social Work in a statutory or equivalent setting  Ability to use relevant knowledge of statutory framework for work with children and young people, parents and carers in order to develop solutions or deal with issues  Ability to work with a range of different teams and partner agencies  Experience of undertaking Supervision either as a Practice Educator or of staff members  Experience of managing and leading change  Experience of using performance management information to improve outcomes | Training in Signs of Safety model of Social Work practice  Experience of budget management  Experience of Supervision of Social Work staff  Experience of applying and using Human Resource processes | Application Form and Interview |
| **Qualifications and Training** | Degree diploma in Social Work or CQSW or equivalent Social Work qualification  Registered with HCPC | Post Qualifying Child Care Award  Practice Educator Award  Supervisor and/or Management training / qualification | Application Form and Interview |
| **Special Requirements** | Enhanced DBS  Meet the transport requirements of the post |  | Application Form and Interview |