 Stockton-on-Tees BOROUGH COUNCIL	JOB DESCRIPTION
DIRECTORATE: Children's Services	SERVICE AREA: Strategy, Systems & Improvement – Strategy, Quality & Improvement
JOB TITLE: Team Manager – Improvement	GRADE: O
REPORTING TO: Service Lead – Strategy, Quality & Improvement	

1. JOB SUMMARY
<p>The post will:</p> <p>Develop, shape and deliver an overarching programme of improvement and transformation to meet the needs of children, young people and their families.</p> <p>Manage, motivate and lead a flexible, high-quality, cost-effective and efficient improvement team</p> <p>Support the planning, design and implementation of a range of internally delivered and externally commissioned services and support strategic planning functions.</p> <p>Lead the development of strategic plans and initiatives, based on best evidence, that are co-produced with service users and involve all relevant stakeholders with a focus on outcomes and measurable improvement in quality standards.</p> <p>Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.</p> <p>You may be requested to lead on specific projects, take on responsibility for other areas of work and deputise for your line manager when required.</p>

2. MAIN RESPONSIBILITIES AND REQUIREMENTS	
1.	<ul style="list-style-type: none"> • Manage staff and budgets assigned to the Improvement team, ensuring that quality, performance, service and financial objectives are achieved. • Take a lead role in improvement, transformation, strategy and planning activity for Children's Services in Stockton-on-Tees. • Develop strategies, plans and initiatives on behalf of Children's Services relating to service provision, joint commissioning and integration, and ensure objectives and outcomes are identified, articulated and translated into service design. • Provide strategic oversight of all planning activity relating to commissioning and in-house service provision within Children's Services and to ensure planning achieves solutions that deliver required outcomes for teams and value for money. • Provide specialist advice and guidance regarding improvement and commissioning activity to inform options appraisal and service design. • Work in partnership with all stakeholders to understand their business needs today and, in the future, and ensure that business needs are considered within the strategic and financial context of Children's Services. • Maintain a strategic and tactical view of the marketplace and to develop and maintain productive relationships with all stakeholders. • Work with commissioners across Local Authority and NHS systems to identify and implement opportunities for joint commissioning or service planning • Be responsible for developing and maintaining internal partnerships with other Council departments to ensure the efficient and effective delivery of services. • Analyse, interpret and manage relevant information to understand and evaluate system effectiveness in the achievement of outcomes, this includes working with the procurement and contracting team to understand the impact of procured services on specified outcomes. • Apply intelligence and expertise in order to assist and inform decisions across all aspects of Children's Services improvement activity. • Ensure the timely preparation and submission of reports, documents and information as required by the Council, partner agencies and central government. • Keep up to date with national, regional and local developments to ensure that you can effectively advise and contribute to Children's Services vision, proprieties, objectives and plans. • Represent Children's Services at regional commissioning forums and implement any key areas of practice development
2.	Directly manage the team, ensuring that service objectives are achieved.
3.	Directly manage people in the team, support their learning and development and undertake your own personal development.
4.	Directly manage budgets assigned to the team, ensuring that financial objectives are achieved.
5.	Work flexibly across Children's Services and with other agencies, partners and stakeholders to meet the needs of children, young people and families.
6.	Promote a positive workforce culture that is focussed on delivering excellent customer service and ongoing service improvement.
7.	Support and promote the ongoing work, development and improvement of the Directorate and the Council.
8.	You may be requested to lead on specific projects, take on responsibility for other areas of work and deputise for your line manager when required.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development


Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.


Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

Job Description dated: July 2021

 Stockton-on-Tees BOROUGH COUNCIL	PERSON SPECIFICATION	
DIRECTORATE: Children's Services	SERVICE AREA: Strategy, Systems & Improvement – Strategy, Quality & Improvement	
JOB TITLE: Team Manager – Improvement	GRADE: O	

CATEGORY	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<ul style="list-style-type: none"> Degree or equivalent relevant professional or management qualification or the equivalent level of knowledge gained from demonstrable relevant work-related experience. 	<ul style="list-style-type: none"> Continuous professional development in leadership and management 	Application
Experience	<ul style="list-style-type: none"> Experience of establishing and maintaining effective relationships with a wide range of groups, individuals and organisations Experience of managing within challenging and changing environments Managing teams and people Managing performance Managing finance Decision making Supporting learning and development Partnership working Promoting a positive culture Customer focus Improving services 	<ul style="list-style-type: none"> Supporting members to management teams Political awareness Working in local government or public sector 	Application / Interview

Knowledge & Skills	<ul style="list-style-type: none"> • An understanding of the issues and challenges facing the Directorate both operationally and strategically • Excellent organisational skills and ability to coordinate a variety of different projects/events • Ability to use critical thinking skills to objectively analyse situations, data and intelligence to develop effective solutions. • Display an enthusiastic and positive approach to challenging situations and change • Effective communication • Problem solving • Effectively plan and prioritise workload • Microsoft Office technology solutions • Ability to work in complex and conflicting situations and develop creative solutions 	<ul style="list-style-type: none"> • Knowledge and understanding of the legislation, regulations and guidance relating to children's services. • Information governance and security 	Application / Interview
Behaviours	<ul style="list-style-type: none"> • Demonstrate the behaviours that underpin the Council's Culture Statement • Demonstrate the behaviours that underpin the Children's Services Strategy • Leading by example • Collaborative team worker • Handle difficult situations sensitively • Pragmatic, flexible and resilient • Self-motivated, energetic, not easily discouraged 		Application / Interview
Other requirements	<ul style="list-style-type: none"> • The role requires frequent travel between venues across and beyond the borough, therefore a full driving licence and / or access to transport is essential 		Application / Interview
Person Specification dated: July 2021			

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
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The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.

Known Risk	Yes/No
Is required to work at heights or on ladders	No
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	No
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties – occasional	Yes
Is required to drive an HGV/LGV/PCV/Minibus	No
Is required to undertake agriculture, horticulture or gardening work	No
At risk from noise that might affect an employee's health (will be required to wear ear protection)	No
Will be exposed to vibration likely to be above the exposure action level.	No
Is exposed to hazardous substances as detailed in Appendix 1	No
Is likely to be exposed to asbestos	No
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	No
May be exposed to lead or lead based products	No
Will handle food	No
Will require a health assessment for regular night working	No
Will be required to undertake the Display screen equipment training	Yes
Other known risks – please detail	No
No known risks associated with this role	No

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Jane Smith
Date: 4.1.21