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**J o b D e s c r i p t i o n**

**Job Title: Team Manager**

**Grade: PO7**

**ID Number:**

**Service Block: Children’s Care and Support**

**Reports to: Service Manager (or Head of Service)**

**Version: 10/19**

**Job Purpose**

* To manage the delivery of social work services to children and their families in accordance with statutory requirements.
* To ensure delivery of these services are managed within budget and in line with quality standards.
* To ensure that children and families referred to the service receive appropriate

services relevant to their needs.

* To ensure the quality and standards of professional practice and performance are achieved in each team.

**Specific Accountabilities of the Role**

* Contribute to the development and dissemination of operational instructions and provide practice guidance, making use of legislation, national guidelines and research to ensure that the highest standards are achieved and maintained.
* To be a member of the local management team to provide support to the Service Manager and to participate as representatives of the Council, as required in other structures established for multi-agency working.
* Support all members of the team by ensuring regular supervision, appraisal and communication on an individual and team basis to ensure an informed and professional approach to service delivery and an awareness of the changing national and local demands and priorities by the implementation of appropriate performance review mechanisms.
* Promote evidence-based practice in the team and to manage, monitor and ensure the effective delivery of the service.
* Setting of Team/Service objectives and targets linked too national & local performance indicators, legislation and guidance including the provision of regular and reliable management information and its analysis to inform the continuous improvement to safeguarding services.
* To conduct annual appraisals of all staff supervised and to identify individual and

team staff development needs.

* To chair and attend complex strategy meetings and support staff to

prepare for multi-agency meetings and evidence giving at Court.

* To allocate and provide detailed management oversight on new or transferred

referrals. This will include tracking the progress of interim safeguarding plans, conducting audits and preparing files for case transfer.

* To be responsible for assigned budget expenditure to approve

appropriate expenditure and assist in budget management, maintaining proper budget monitoring and to work within budget.

* To demonstrate awareness of best value and opportunity cost implications of all

decisions and actions in relation to individual cases supervised within the team.

* To develop effective working partnerships across the council and with key strategic partners
* To develop a practice focus and a high level of awareness in listening actively to

children, parents, carers and the community.

* To maintain accurate records in line with Departmental policy.
* To be responsible for personal and professional development and seeking

evidence of good practice.

The post holder may be required to attend to some responsibilities outside normal working hours.

**Statutory requirements**

This post carries a requirement to have a Disclosure and Barring (DBS) check for Children.

**General Accountabilities and Responsibilities**

Project Management

Undertake assigned projects, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard.

Finance Management

Manage a delegated budget

People Management

* Management / Supervisory responsibility for: 8
* Ensure that staff assigned (directly and indirectly), understand the priorities, objectives and policies of the Council and are able to successfully implement decisions.
* Responsible for setting clear and fair objectives for employees and others assigned and to review employee’s performance against these objectives.
* Responsible for staff management and supervision including recording absence and carrying out return to work interviews, employee appraisals, and managing performance etc
* Ensure that staff are updated on matters that may affect them, including Council policies etc and drive compliance including the completion of mandatory training an in relation to managing information and data protection.
* Make sure that full confidentiality is respected by all staff.

Customer Care

Provide services that are fair and accessible to all, challenging existing practices that support the traditional culture and promote the Customer First proposition across the Council

General Accountabilities and Responsibilities

* Ensure compliance with appropriate legislation, Council Policies, the Council Constitution (including Contract Rules, Financial Regulations and Rules, Employment Procedure Rules, Employees’ Code of Conduct), Information Security Policies, Social Media Policy and other requirements of the Council.
* Ensure high standards of records management and assume responsibility for all information assigned to the post.
* Promote the development of a high quality individual need led service, to comply at all times with the Council’s policies and procedures, particularly those regarding Data Protection, Equalities and Diversity and Health and Safety.
* Ensure compliance with and actively promote the Council’s Equalities and Diversity policies and strategies and comply with the Equality Act 2010.
* Ensure compliance with and actively promote Health and Safety at work legislation, Council and Service H&S policies and procedures.
* Comply with the competencies and standard requisites agreed by the Council as relevant to your post.
* Comply with the General Data Protection Regulation and Data Protection Act 2018 (DPA 2018) (all employees of the Council will not disclose or make use of, for their private advantage, any information held on manual or computer records, which are not available to the public, however acquired).
* Take responsibility for continuing self-development and participate in training and development activities.

The above mentioned duties are neither exclusive nor exhaustive and the postholder may be called upon to carry out such other appropriate duties as may be required by the Line Manager within the grading level of the post and the competence of the postholder.

**Person Specification**

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| **Post Title** | **Team Manager** | **Grade** | PO7 |
| **Section, Division** | **Children’s Care & Support** | **Date of Person Specification** | 10.19 |

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| **Job Requirements** | | **Criteria**  **(E or D)** | **Method of Assessment** | **Job Requirements** | | **Criteria**  **(E or D)** | **Method of Assessment** |
| **Education, Training and Qualifications** | Educated to DIPSW or degree level in social work | E | A | **Knowledge, Skills and Experience** | Substantial post qualification experience in statutory safeguarding. | E | A |
| HCPC registration | E | A | Must have experience of setting standards and monitoring quality and performance and addressing any issues that may arise. | E | A/I |
| Evidence of continued professional development. | E | A | Experience supervising practitioners undertaking statutory safeguarding work. | E | A/I |
|  | Must have sound knowledge of professional practice, the legal framework and service delivery issues in the relevant area of work. | E | A/I |  | Experience of managing staff in a statutory safeguarding setting. | D | A/I |
|  | Accredited management qualification. | D | A |  | A detailed understanding and awareness of the requirements of leading and managing staff within a complex organisation | E | I |
|  | Must have the ability to use IT equipment as a management tool and be willing to embrace new technology and processes to improve the services. | E | A/I |  | Detailed understanding of the Social Work Reform agenda | E | A/I |
|  |  |  |  |  | Understands performance management and communicates this understanding to the team | E | I |
| **Communication, Contacts and Relationships** | Is able to harness the talents, strengths and differences of members in a team, to enable the team as a whole to deliver the objectives and targets expected of it | E | I | **Equalities and Diversity** | Able to demonstrate an inclusive management style, and an approach which recognises and embraces the diversity of others | E | I |
|  | Must ensure that the staff team are motivated and provided with the support and training they need to progress complex case issues and their own professional developmental | E | A/I |  |  |  |  |
|  | Must have experience of safeguarding multi agency working and sound knowledge of the application of statutory guidance, for example, latest version of Working Together | E | A/I |  |  |  |  |
|  | Excellent interpersonal skills with the ability to develop excellent working relationships | E | I |  |  |  |  |
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| **Creativity and Innovation** | A proven Innovator, able to demonstrate how through sound decision making and risk management they have contributed to innovation or developments that have influenced performance development. | E | I | **Resources, data protection and information governance.** | Results driven, able to define own role and contribution to achieving improvements and delivering benefits at a local and organisational level. | E | A/I |
|  |  |  |  |  | Experience of managing budgets and a good understanding of value for money | E | A/I |
| **Supervision / Management of People** | An effective leader; able to energise, engage, motivate and manage staff to deliver against corporate, service and individual objectives. | E | A/I | **Work Demands and Decisions** |  |  |  |
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|  | Experience of managing staff | E | A/I |  |  |  |  |
| **Any additional factors e.g. specialist “know how”** | | | | |  |  |  |
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| **Criteria** | E - Essential | | | **Method of Assessment** | AF - Application Form | | |
| D - Desirable | | | C - Assessment Centre | | |
| **DWP “Disability Confident Employer” Accreditation**  Applicants with a disability or impairment will be shortlisted for interview if the meet the minimum (essential) criteria for the job.  **Armed Forces Community Covenant**  All personnel and veterans who have left the armed forces within the last 24 months will be offered an interview if they meet the minimum (essential) criteria for the job. | | | I - Interview | | |
| T - Test | | |
| W - Workplace Assessment or job trial | | |
| O - Other (please detail below) | | |

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| **OUR VALUES** | **DRIVE BEHAVIOURS** |
| **Deliver** | * I know what is expected of me as a Barking and Dagenham Leader and Manager * I take ownership, creating the right conditions for my team to follow my example |
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| **Respond** | * I am relentlessly reliable, I set high standards, encourage improvement and support my team to achieve high levels of performance. |
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| **Inspire** | * I understand how the council is working to change the borough for the better and communicate this with my team in a meaningful way so that they understand the part that they play. |
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| **Value** | * I encourage my team to learn, grow, develop and collaborate with others to achieve their potential. * I take pride in my work, am a role model to others and lead my team |
|  | |
| **Engage** | * I am visible and accessible. I listen and recognise a job well done. * I empower my team to challenge the way we do things, so we improve services and new kinds of relationships with our residents and customers. |