

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Assistant Team Manager

Adult Services, People Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The post holder will have a major contribution to make in delivery of our vision and strategic priorities, by working with the Team manager to manage the delivery and performance of a high quality social work provision to Adults and their families across the team. This will involve working with the Team Manager to manage and oversee performance across the team, utilising management information and audit findings to identify and celebrate good practice and at the same time highlight where improvements are needed. Working to improve the experience of people who receive support from the team, through quality assurance framework and various project work

As an Assistant Team Manager you will provide specialist advice, coaching, professional consultation and supervision on cases, particularly those that are high profile and hold complexities and risks. This role includes developing good relationships with partner agencies and supporting in developing robust systems and procedures.

This role is an amazing opportunity to support our most vulnerable adults living in West Northants. Working alongside a highly motivated and supportive team manager, you will take a holistic and person-centred approach to ensuring the people your team support are happy, healthy, and safe. You'll make sure people we support and members of the team feel listened to and encourage practice that supports them to identify their assets and strengths – enabling them to fulfil aspirations, build resilience and improve outcomes.

Accountable to:

The role is accountable to the Team Manager and sits within Adult Services, part of the People Directorate in West Northamptonshire Council.

Adult services encompasses a wide range of teams and employment opportunities. This includes; Community Teams which also provide the front door to Adult Services, Learning Disability Team, Hospital Social Care Team, Review team and Moving into Adulthood roles.

Responsibilities:

1. To manage and ensure that all staff time is used efficiently and effectively, delivering the most benefit to individuals and their carers, within available resources. Ensuring adults within West Northants who are in need of care and support are safeguarded and their wellbeing is promoted effectively, in line with national legislation and policy.
2. To support the Team Manager with managing a team of staff, including recruitment/retention, induction, training and development, performance management, disciplinary/capability and succession planning. To ultimately assist in building and maintaining a strong and cohesive team.
3. To support the Team Manager in the management of the allocation of workload across the team, ensuring that work is progressed to a high quality, utilising on track chats and effective supervisions.
4. Alongside and in the absence of the Team Manager, to manage part of/all of the teams independent care and staff budgets, making challenging decisions where required.
5. To work in partnership with key agencies, ensuring collaboration and information sharing for the benefit of the individuals, families, groups and communities.

6. To manage and supervise staff members within the team, including supporting newly qualified social workers through their ASYE, ensuring managed casework is allocated and monitored across the team's area of responsibility.
7. To ensure that all case work, assessments, support planning and safeguarding enquiries are conducted in accordance with agreed national standards, legislative requirements, the Departments practice standards, all relevant policies and procedures and agreed performance targets.
8. Model and use reflective skills in leadership, management, practice or organisational supervision settings to enhance your own, others and the organisations strategic outcomes. Creating and sustaining an environment that promotes learning and practice development and monitor mandatory training compliance across the team.
9. To lead the investigation and response to complaints from individuals, relatives, and carers.
10. Be responsible for quality assurance across supervisees, completing practice audits and implementing actions to raise practice standards. Including ensuring that inputting is up to date and effective record keeping is maintained on the Councils systems, in line with professional standards and GDPR guidelines.
11. Be knowledgeable about the communities and the political context, leading effective partnership working within and outside of the organisation.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| The ability to work with and contain the anxiety of other people in complex and highly charged situations, ensuring that there is a proportionate and legally sound response, taking account of self determination, perceived risk and protection from harm. | Essential | A, I |
| Able to effectively analyse and interpret information and present to other professionals and stakeholders | Essential | A, I |
| Able to recognise problems and use a person-centred approach to identify solutions that meet an individual's needs, whilst remaining safe and effective | Essential | A, I |
| The ability to use initiative and work within timescales, to organise own workload and the workload of your team effectively; whilst dealing with fluctuating workloads. | Essential | A, I |
| Excellent verbal communication skills. Able to communicate clearly with different audiences including staff, service users, relatives and providers, adapting style to meet the needs of the individual. | Essential | A, I |
| Excellent written communication skills. Capable of constructing and delivering clear information for different audiences. | Essential | A, I |
| Excellent relationship management skills for collaborating with staff, service users, providers, other professionals, family and carers. | Essential | A, I |
| Strong team working skills for sharing learning and providing support and advice to colleagues | Essential | A, I |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | Essential | A, I |

| Knowledge: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Knowledge of management and leadership within the public sector, including critical awareness of current issues and new evidence, informed practice research. | Essential | A, I |
| Understanding of Quality assurance, Performance Indicators and Statutory data returns and their impact on service delivery. | Essential | A, I |
| Understanding of financial systems and budgetary requirements. | Essential | A, I |
| Leadership skills relevant for delivering quality in complex service and social systems, including an understanding of personnel/human resource management issues, e.g. recruitment and retention, performance and absence management, | Essential | A, I |
| Significant knowledge relating to safeguarding adults procedures and managing complex, high risk situations. | Essential | A, I |
| Significant knowledge and understanding of the Care Act 2014; including awareness of current national policy drivers, legislation, affecting adult social care. E.g. Mental Capacity Act 2005, Health and Care Act 2022 | Essential | A, I |

| | | |
|---|-----------|------|
| Understanding of data protection/confidentiality and need for accurate and timely recording | Essential | A, I |
| Understanding of Best Value principals and need for resource constraints | Essential | A, I |

| Relevant experience: | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Social Work with adults within a statutory setting, or evidence of transferable experience within statutory settings. | Essential | A, D |
| Supervision/mentoring./coaching/training staff, preferably within a health and social care setting. | Essential | A, D |
| Experience of financial decision making in the context of managing allocated budgets | Essential | A, D |
| Experience in undertaking line management duties, including appraisal and formal performance management of staff. | Essential | A, D |
| Providing effective leadership, support and modelling engagement in the most challenging of circumstances, including with partner agencies, stakeholders and other professionals. | Essential | A, D |

| Education, training and work qualifications: | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Level 5 leadership/management qualification or willingness to work towards it | Essential | D |
| Educated to a degree level in health and social care or related field or equivalent experience | Essential | D |
| Evidence of continuous professional development | Essential | D |
| Post Qualification Training i.e., Consolidation to Practice Award, BIA, AMHP, PE etc | Desirable | D |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

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|--|---|-------------------------------|---|
| Hours: | 18.5 or 37 hours per week | Primary work base: | Various Community bases (team dependent) |
| Job family band: | Care and Welfare 08 | Worker type: | Part-flexible |
| Salary range: | £41,846 - £45,175 | Budget responsibility: | Shared responsibility towards the Team independent care and staffing budget – approx. £10 – 15million |
| People management responsibility: | Line management responsibility for approx. 5 people and shared responsibility for delegating for team manager | | |

Working conditions & how we work:

Driving licence is required to enable travelling between community locations

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home and in the community).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

| | |
|--------------------------|--|
| T Trust | We are honest, fair, transparent and accountable. We can be trusted to do what we say we will. |
| H High Performing | we get the basics right and what we do, we do well. We manage our business efficiently. |
| R Respect | we respect each other and our customers in a diverse, professional and supportive environment. |
| I Innovate | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area. |
| V Value | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |

E Empower

we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

