



Team Manager Assurance

People Services, Safeguarding and Wellbeing

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.

Purpose and impact:

To monitor and coordinate the activities undertaken by Adults Social Care in order to ensure that we are delivering our duties under the Care Act 2014.

To support the gathering of evidence to inform how well we are performing and how we are meeting the requirements of the CQC assurance assessment framework.

To lead the engagement of our workforce and partners on our self-assessment evaluation.

Accountable to:

The role is accountable to the Service Manager for Safeguarding and Assurance, responsible for the direct line management of the Team Manager Safeguarding, Team Manager Business Assurance and DoLS Team.

The role will have the supervision of the Quality Assurance Social Workers and Complaints Lead.

The role sits within Adults, Safeguarding and Wellbeing Service, part of the People Directorate in West Northamptonshire Council.

Responsibilities:

1. Identify gaps in service provision based on audit and assessment activity in order to contribute to the improvement of existing services and the development of new services which will equip the Authority to better meet the needs of its users and carers.
2. Provide information about services and ways of accessing it and develop and maintain effective systems for monitoring quality, for complaints and representations for users and carers, in order to ensure their involvement in the development of the service and the protection of vulnerable adults.

3. Develop effective liaison with all other statutory, independent and voluntary sector partners, providing a means of resolving difficulties and disagreements, in order to promote full understanding of the functions of care management, statutory requirements and the Councils processes and priorities.
4. Develop and maintain improvement plans and systematically review progress against the plan to ensure a consistently high standard of service which is in accordance with the Councils objectives and contribute to the Assurance assessment framework.
5. Establish and maintain constant oversight of systems for monitoring and reviewing our Care Act duties in order that the needs of people are effectively met and are formally reassessed where appropriate.
6. Ensuring that the service delivers long-term positive outcomes locally for people and communities. Build and promote successful partnership working across all sectors and with people to deliver more cost effective and valued services. Contribute to the development of effective and efficient services which meet the goals and objectives of the Directorate.
7. Managing a performance culture that delivers results through rigorous challenge, disciplined execution and continual improvement. Managing the improvement of corporate and service performance by ensuring that resources are targeted on business priorities and meeting people's needs.
8. Ensuring that effective arrangements are in place to secure the overall well-being and the health & safety of all employees and people delivering services for the Council.
9. 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.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. 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.
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.
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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
A sound understanding of the management skills required to effectively supervise and manage a team of staff.	Essential	A, I, P
Ability to forward plan and allocate workloads	Essential	A, I, P
Excellent problem solving and organisation skills.	Essential	A, I, P
Clear and articulate in both written and oral presentation.	Essential	A, I, P
Able to act effectively in complex/difficult situations seeking advice as appropriate.	Essential	A, I, P
Ability to manage own workloads within the broad direction set by the Service Manager.	Essential	A, I, P
Able to work under pressure and to consistently work to achieve deadlines.	Essential	A, I, P
Ability to travel effectively to different locations.	Essential	A, I, P
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
A sound understanding of assessment and resource allocation processes.	Essential	A, I, P
Good understanding and experience of using electronic data systems.	Essential	A, I, P
An excellent understanding of performance indicators and their impact on service delivery.	Essential	A, I, P
Knowledge of Mental Capacity Act 2005 and Care Act 2014 and other relevant legislation.	Essential	A, I, P
Demonstrate a sound understanding of the issues in providing appropriate services to customers and carers.	Essential	A, I, P

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a social care/health environment.	Essential	A, I
Experience of working at a Principal level (or equivalent) for a minimum of 2 years.	Essential	A, I
A proven track record in successful partnership and inter-agency working.	Essential	A, I
Experience of effective resource management and service delivery.	Essential	A, I
Experience of managing activity to meet performance targets set.	Essential	A, I
Experience of team planning and development and delivery of the team plan.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Relevant Degree or equivalent and/or recognised professional qualification in Health, Social Work or equivalent. Eg. OT;RGN;DipSw	Essential	A, D
Relevant Management Qualification	Desirable	A, 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 *[delete if not applicable]*:
[For example. Basic Disclosure, Standard Disclosure and Barring Service check, Enhanced Disclosure and Barring Service check, Disqualification for Caring for Children (Education), Overseas Criminal Record Checks, Prohibition from Teaching, Professional Registration, Non police personnel vetting, Disqualification from Caring]

Day-to-day in the role:

Hours:	[37]	Primary work base:	One Angel Square
Job family band:	BAND 9	Worker type:	Part-flexible
Salary range:	£48378 - £51571	Budget responsibility:	[provide c. £x figure]
People management responsibility:	YES		

Working conditions & how we work:

For example: This role has been identified as a part-flexible worker type, this means that you will be able to worker 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).

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.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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.

