

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

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 managing the delivery and performance of a high-quality social work provision to Adults and their families. This will involve managing and overseeing performance across the team, utilising management information and audit findings to identify and celebrate good practice and at the same time identify 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 a Team Manager you will responsible for managing, monitoring and co-ordinating the work of a team within a specified geographical area and/or service area in order to ensure an efficient delivery of service to Adults, providing high level oversight on cases particularly those that are high profile and hold complexities and risks.

The post holder will manage and monitor service provision budgets and other resources ensuring that expenditure occurs within financial regulations and does not exceed budget. Ensuring that performance targets are planned for and met and workload planning is effective.

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. Leading a busy team, 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 they 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 Service 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 lead and manage an Assessment and Social Work team ensuring that all staff time is used efficiently and effectively to deliver the most benefit to individuals and their carers, within available resources. Ensuring that the team safeguard and promote the wellbeing of adults within West Northants who are in need of care and support, in line with national legislation and policy.
2. To manage a team of staff, including recruitment/retention, induction, training and development, performance management, disciplinary/capability and succession planning. To ultimately build and maintain a strong and cohesive team.

3. To manage of the allocation of workload across the team, ensuring that work is progressed to a high quality, team performance targets are met and continual service improvements are delivered.
4. To monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget
5. 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 service users to deliver more cost effective and valued services. Commission effective and efficient services which meet the goals and objectives of the service.
6. To apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence.
7. Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations. Providing professional leadership on safeguarding issues in collaboration with other senior members of the team.
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 complex investigations and responses to complaints from individuals, relatives, and carers. Ensuring that where learning is identified this is used to improve practice and processes and is embedded across the team.
10. Be responsible for quality assurance across the team and maintain effective systems for monitoring quality, complaints, representations and learning 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. 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.
12. Be knowledgeable about the communities and the political context, leading effective partnership working within and outside of the organisation, including ensuring the people who access support are involved in the development of the service.
13. 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.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

15. 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 proactively monitor budgetary spend and implement appropriate action to ensure budgets are maintained within target.	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 leadership 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
An excellent 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
Significant experience of managing staff.	Essential	A, D
Experience of working at an Assistant Manager (or equivalent) for a minimum of 2 years.		
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
A proven track record of effective leadership, support and modelling engagement in the most challenging of circumstances, including with partner agencies, stakeholders and other professionals.	Essential	A, D
Experience of team planning and development and delivery of the team plan.	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:

Hours:	37 hours per week or 18.5 hours per week	Primary work base:	Various Community bases (team dependent)
Job family band:	Care and Welfare 09	Worker type:	Part-flexible
Salary range:	£46,878 to £50,071	Budget responsibility:	The team independent care and staffing budget – approx. £10 – 15million
People management responsibility:	Manage a team that includes Assistant team managers, Social Workers and other assessment staff.		

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.

