



North Northamptonshire Council

Job Description

Job Title: Team Manager

Post code: 0242

Grade L

Overall Purpose of the Job

To manage, monitor and co-ordinate the work of a Care Management team within a specified geographical area and/ or service activity in order to ensure an efficient delivery of service to adults with a physical disability, learning disability, mental health problem or older people, that promotes re-ablement and self-directed support.

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

Main Accountabilities

	Main Accountabilities
1	Engaging with and building positive relations with customers to ensure that their requirements are at the heart of the design and delivery of services in accordance with the Council's customer strategy.
2	Delivery of the North Northamptonshire's brand, enhancing the overall reputation of the service.
3	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.
4	Ensuring that the needs of service users are met by demonstrating behaviour which fosters equality of opportunity in service provision and employment.
5	Ensuring that the service performs its duties and functions in fulfilment of its statutory obligations. In pursuit of this responsibility, managers need to ensure that they, and their relevant staff, keep abreast of the Council's changing legal obligations and mandates. Responsible for ensuring relevant compliance with the financial regulations and standing orders of the Council.
6	The management of those services and functions that are set within the direction of this post. Demonstrate cross-organisational team working, and

	Main Accountabilities
	across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner.
7	Ensuring that relevant and best professional advice, guidance and information is available in an intelligible and timely fashion to the Council's leadership. as well as to other stakeholders.
8	Sustaining and improving the overall reputation of the Council and acting in the best interests of North Northamptonshire through effective representations locally, regionally and/or nationally.
9	Demonstrating the Council's managerial leadership competencies – providing purposive and positive leadership, acting with openness, honesty and integrity, and instilling a clear sense of direction, priority and pace. Managing people in an inclusive way to deliver strategic and operational objectives.
10	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.
11	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 customer needs.
12	Provide information about the service and ways of accessing it and develop and maintain effective systems for monitoring quality, complaints and representations for users and carers, in order to ensure their involvement in the development of the service and effective safeguarding when adults are in vulnerable situations.
13	Recruit, select and motivate staff, appraise their work and ensure the preparation of staff development plans that will promote individual performance and wellbeing, in order to ensure a consistently high standard of service in accordance with County Council objectives.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job;

Qualification Required	Subject	Essential/ Desirable
A relevant professional qualification in health or care [e.g. DipSW, CQSW, CSS],	E.g Social work, Nursing, Occupational therapy, Health and Social care	Desirable
Relevant Management Qualification	Any	Desirable

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

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

Skills Required	Essential/Desirable
Ability to forward plan and allocate workloads	Essential
A sound understanding of the management skills required to effectively supervise and manage a team of staff.	Essential
Excellent problem solving and organisation skills.	Essential
Clear and articulate in both written and oral presentation.	Essential
Able to act effectively in complex/difficult situations seeking advice as appropriate.	Essential
Ability to manage own workloads within the broad direction set by the Service Manager.	Essential
Able to proactively monitor budgetary spend and implement appropriate action to ensure budgets are maintained within target.	Essential
Able to work under pressure and to consistently work to achieve deadlines.	Essential
Ability to travel effectively to different locations.	Essential

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

Safeguarding	Essential/Desirable
Demonstrate an understanding of the safe working practices that apply to this role.	Essential
Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure Level

What disclosure level is required for this post?	None	Standard	Enhanced	Enhanced with barred list checks
--	------	----------	----------	---

Work Type

What work type does this role fit into?	Fixed	Flexible	Field	Home
---	-------	-----------------	-------	------