



Team Manager

Salary:	£53,460 - £56,805
Pay Band:	NNCBAND09
Working Hours:	37 hours per week
Service Area:	Adult Social Care
Responsible to:	Head of Service

Main Purpose

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 reablement 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.

Role Responsibilities

- 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.
- Delivery of the North Northamptonshire's brand, enhancing the overall reputation of the service.
- 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.
- Ensuring that the needs of service users are met by demonstrating behaviour which fosters equality of opportunity in service provision and employment.
- 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.
- The management of those services and functions that are set within the direction of this post. Demonstrate cross-organisational team working, and across boundaries with other agencies and partners, to improve services and solve problems in a coherent and integrated manner.
- 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.
- 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.
- 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.



- 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.
- 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.
- 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.
- 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.

Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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 - Team Manager

Qualifications

- A relevant professional qualification in health or care (e.g. DipSW, CQSW, CSS, Social Work, Nursing, Occupational Therapy, Health and Social Care).
- Relevant Management Qualification.

Background and Experience

- A sound understanding of assessment and resource allocation processes.
- Good understanding and experience of using electronic data systems.
- An excellent understanding of performance indicators and their impact on service delivery.
- Knowledge of Mental Capacity Act 2005 and Care Act 2014 and other relevant legislation.
- Demonstrate a sound understanding of the issues in providing appropriate services to customers and carers.
- Significant experience of managing staff and undertaking appraisals.
- Experience of working in a social care/health environment.
- Experience of working at a Principal level (or equivalent) for a minimum of 2 years.
- A proven track record in successful partnership and inter-agency working.
- Experience of effective resource management and service delivery.
- Experience of managing activity to meet performance targets set.
- Experience of team planning and development and delivery of the team plan.

Ability & Skills

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

Equal Opportunities

Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.

Safeguarding

Demonstrate an understanding of the safe working practices that apply to this role.

Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.



Health & Safety

Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

Disclosure Level

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



Our Values and Behaviours

Our values define who we are and how we operate, by forming the foundation for how we interact with our customers, colleagues and provide our services. They are also at the forefront of our decision making and delivery and include:



Our Key Commitments

Our key commitments help ensure that the priorities we make, now and in the future, maintain the necessary breadth of focus in those areas that we believe matter most.

Our key commitments are:

- **Active, fulfilled lives:** We will help people live healthier, more active, independent and fulfilled lives.
- **Better, brighter futures:** We will care for our young people, providing them with a high-quality education and opportunities to help them flourish.
- **Safe and thriving places:** We will enable a thriving and successful economy that shapes great places to live, learn, work and visit.
- **Green, sustainable environment:** We will take a lead on improving the green environment, making the area more sustainable for generations to come.
- **Connected communities:** We will ensure our communities are connected with one another, so they are able to shape their lives and the areas where they live.
- **Modern public services:** We will provide efficient, effective and affordable services that make a real difference to all our local communities.

Why choose us?

We offer a fantastic working environment including diverse and active staff networks, great flexible working opportunities and well as many other benefits, you will:

- Receive a generous annual leave allowance.
- Have access to our Employee Assistance Programme which offers a confidential service for employees and their families 24 hours a day / 7 days a week. The programme provides expert advice and counselling in areas such as finances, family and personal problems, work issues, health related problems, childcare and consumer rights.
- Join the Local Government Pension Scheme (LGPS), which is a tax approved occupational pension scheme with a generous employer contribution rate, immediate life cover and ill-health protection. Benefits are based on the length of your membership and final salary.

We are proud to be a recognised Disability Confident Employer and is committed to providing an inclusive recruitment process and will offer an interview to disabled applicants who meet the essential criteria for the role.

