

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## Team Leader – Mainstream

### 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:**

Work as part of the Management Team, to promote the rights and responsibilities of older people who are physically frail or are living with dementia or disabilities through the provision and development of services.

## **Accountable to:**

This role is accountable to the Team Manager.

## **Responsibilities:**

1. To be responsible for the day to day provision of a safe and comfortable environment from which the service can operate for the customers, as specified, to meet the requirements of West Northamptonshire Council to provide services for elderly residents.
2. To be responsible for such administrative, analytical and financial tasks as designated by the manager in accordance with procedures.
3. To oversee the assessment and preparation of individual plans for the area of work. To ensure the delivery of services to meet these plans in order to provide each customer with an individually determined package of care/support.
4. To manage the ongoing review, performance and updating of care plans and team performance to ensure that services provided accurately reflect the customers' and commissioners' needs at all times.
5. To manage a team of staff and take responsibility for their induction training, continuous development and performance to ensure effective and efficient use of this resource in accordance with the policy and objectives for this service.
6. To contribute, as a senior member of staff, to the overall management and development of service provision in a given geographical area, planning for the future development of services to meet the needs of customers from diverse cultural communities.
7. To contribute to the process of annual resource requirements reviews, monitoring budgets and planning budget needs for the future to determine where customer needs can be met within budget restraints.
8. To actively promote a customer voice in the provision of the service, including the encouragement of self and citizen advocacy.
9. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, for example infection control, and to comply with the policies and procedures relating to Health and Safety within WNC.
10. Carry out any other duties which fall within the broad scope and purpose of this job description and which are commensurate with the grade of the post.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

13. 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
Ability to supervise staff effectively and carry out regular supervisions and appraisals with staff.	Essential	A, I
Good verbal and written communication skills sufficient to write clear, concise, and accurate reports and to enable effective communication with a number of different agencies.	Essential	A, I
Ability to maintain accurate records and implement performance monitoring.	Essential	A, I
Good organisational skills, with the ability to work on own initiative and to prioritise own and other's work and to work well under pressure.	Essential	A, I
Ability to follow company and statutory procedures.	Essential	A, I
Ability to display empathy, kindness, respect and compassion, and to build relationships with those we support and those around them. Positively represent WNC to customers and their families.	Essential	A, I
Diplomatic, tolerant, adaptable, and flexible.	Essential	A, I
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential	A, I
Full driving licence and access to a vehicle to be able to travel as required.	Desirable	A, I
Ability to work flexible hours e.g. evenings, weekends, bank holidays to meet the needs of the service and its customers.	Essential	A, I
<b>This is applicable to all roles in WNC that are required to use IT equipment:</b> 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 and understanding of National Care Standards, Care Act and other regulations relevant to the role.	Essential	A, I
Knowledge of current data and performance recording.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Proven experience of providing support to people within an older persons service.	Essential	A, I
Experience of working and liaising with different care agencies, with a specific understanding of health and residential home processes.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
NVQ/QCF Level 4 in Health and Social Care or the ability to undertake training to this level.	Essential	A, I, D

Relevant management qualification or a firm understanding of the supervision/management skills required to supervise a team of staff effectively.	Essential	A, I
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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:

<b>Hours:</b>		<b>Primary work base:</b>	
<b>Job family band:</b>	Care and Welfare Band 07	<b>Worker type:</b>	Fixed
<b>Salary range:</b>		<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	Line management responsibility		

### Working conditions & how we work:

This job role requires flexibility to meet the service needs, working on a rotating shift pattern. The individual will also need to support their manager with on call duties.

Regular manual handling is involved in this job role.

This role has been identified as a 'fixed worker' type, this means that you will work from a specific location. Business insurance is required for your own vehicle to enable pharmacy pickups and supporting residents where required.

We are open to discussions about flexible working.

## 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.

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

