

Job Summary

Post Title	Team Manager	Pay Grade	Grade 9
Directorate	Children's Services	Line Manager	Service Manager
Service Area	Children's Social Care		
Post Number/s (Mandatory for existing posts, If multiple posts state all)	N/A	If existing post is the post title changing? If yes state both	New title
JE/GAR reference number (Mandatory for existing posts)	N/A	Work Location (state Council office)	Countywide
Work style (Delete as applicable)	Mobile	Job Family & Role Profile	People Care PC09M
DBS Check Required? (Delete as applicable)	Yes Child and Adults Workforce with Children's and Adults barred list		
Politically Restricted Post? (Delete as applicable)	No		

Job Purpose and Job Context

To work to a high standard consistent with the Council's vision, values and strategic objectives, national developments and all statutory requirements. Team Managers lead teams of social workers and personal advisors delivering statutory services to children and young people to children in care, care leavers, and unaccompanied asylum-seeking children (UASC). Team Managers play a crucial role leading and managing staff by setting direction, monitoring standards, interpreting, and communicating feedback and providing an important, positive interface for staff working in a multi-agency environment.

Reporting to a Service Manager, a Team Manager is responsible for:

- Promoting the safety and wellbeing of children and young people
- Improving children and young people's life chances and outcomes
- Leading, managing and supervising social work and support delivered by personal advisors
- Maintaining clear management oversight and making evidence-informed best practice decisions
- Assessing, planning, delivering and reviewing social work and leaving care services

- Assuring the quality of practice, managing performance and delivering value for money

Main Responsibilities and Duties

- Provide effective management and supervision to the designated teams whilst monitoring standards and service delivery.
- Maintain strong, operational oversight of case work within the team, ensuring interventions with children and families lead to improved outcomes and smooth transitions.
- Ensure risk in relation to children and young people is appropriately identified and those risks are responded to and mitigated through the discharge of robust safety plans.
- Develop and co-ordinate partnership working within the service, sharing best practice effectively.
- Implement and embed service practice standards, policies, and procedures, fostering a culture of high-quality, relationship-based support.
- Responsible for managing a specific team within the corporate parenting service ensuring co-ordination with both internal services and external partnerships leading to integrated, effective intervention for families.
- Take a key role in the planning and implementation of local service developments and improvements in Children Services to meet local and national priorities.
- Embed service practice standards, policies and procedures and develop a team culture of delivering strong, effective support and intervention for children and young people.
- Proactively build good working relationships, communicate and consult effectively with all stakeholders, to ensure stakeholders are engaged with the service.
- Provide expert advice, guidance and support on all aspects of the area of responsibility, including provision of complex case direction and professional decision making in relation to children and young people, to staff, colleagues, partner agencies and others.
- Participate in research, audit, benchmarking activities.
- Ensure robust quality assurance and performance management arrangements are in place to monitor the quality of work with children and families and produce regular management information and reports as required.
- Monitor service user satisfaction, investigating complaints and incidents within the service area.
- Undertake regular workload and caseload reviews and facilitate the production of caseload profiles from caseload holders in the service area.
- Performance progress against the service plan and contractual compliance are monitored and managed effectively
- Work in partnership with other key professionals within the organisation and a variety of external agencies.
- Ensure the necessary standards relating to safeguarding best practices are effectively communicated, monitored and maintained within the service. Safeguarding standards are monitored and maintained in compliance with organisational policy.
- Support and develop Social Workers, Senior Social Workers and Personal Advisors, to ensure that they are sufficiently equipped to improve the outcomes for the children they are working with.
- To escalate on a 'need to know basis any unresolved/escalating matters of concern that require senior management oversight, intervention, and resolution.

Accountability

- If this role manages a budget please state the size of the budget: N/A
- If this role monitors a budget please state the size of the budget: N/A
- How many direct reports does this job have in its reporting line? Please also indicate the grade/range of the direct reports and which legacy organisation's terms this relates to. (e.g., BCC, AVDC, WDC or CSB) Up to 7 G5-8
- How many indirect reports does this job have in its reporting line? None

Scope for forward planning and deadlines			
Planning & deadline requirements (tick all that apply):	✓	Provide Job Specific Examples	
Up to 3 months	✓	Managing allocations to ensure statutory duties and timeframes are met	
1 year	✓	Following the annual recruitment and retention strategy	
3-5 years	✓	Following the 3 year sufficiency strategy	
Values and Behaviours			
We expect your values and behaviours to reflect the values of the organisation:			
Proud			
• Perform to your best every day • Cares about delivering the role and setting high standards • Upholds the reputation of the service and the wider Council			
Ambitious			
• Ambitious to learn, develop and fulfil potential • Ambitious to do things better • Solution focused looking for suitable resolutions			
Collaborative			
• Effectively engages with others sharing ideas and solutions • Able to look at things from different perspectives • Happy to work with others to achieve outcomes			
Trustworthy			
• Accountable for actions • Behaves professionally and to professional standards • Quick to respond and show initiative			

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience (taken from role profile to complete)	Job Specific Examples	Essential	Desirable
Extensive relevant experience with expert knowledge in Children's Services.		✓	
Experience of leading in multi-disciplinary and partnership working and awareness of the issues involved.		✓	
Substantial experience of supervising and managing staff within a statutory children's social work setting.		✓	
Expert knowledge of the full range of procedural and legislative frameworks, systems and initiatives. Good knowledge of emerging developments and understanding of their impact within Children's Services.		✓	
Excellent planning, workload and project management skills.		✓	
Extensive experience of managing change effectively in the development of specialist services.		✓	

Proven ability to manage, develop and motivate a multi-disciplinary team of professional and / or vocationally qualified and support staff.		✓	
You will be confident and competent to undertake workload and case management reviews.		✓	
Excellent interpersonal and communication skills. Highly developed skills in persuading, influencing, developing and motivating people and partnerships to achieve service objectives.		✓	
You will know how to measure and monitor quality standards and performance to ensure everyone performs at their best.		✓	
You will be able to resolve complaints and concerns promptly, comprehensively and diplomatically.		✓	
Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences.		✓	
Proven experience in supporting and developing other professionals.		✓	
You will see the big picture and be open and adaptable when working with others.		✓	
You will be passionate about maximising a child's life chances and be respectful with their parents/carers and important others.		✓	
Qualifications <i>(taken from role profile to complete)</i>		Essential	Desirable
Educated to degree standard or equivalent		✓	
Current Social Work England registration/relevant professional qualification		✓	
Demonstrable post qualification continual professional learning & development		✓	
Management and leadership training and qualification			✓
Other Requirements		Essential	Desirable
A full driving license required to be able to carry out the role <i>(tick as appropriate)</i>		Y	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	

*All posts that need an enhanced or standard DBS check This post is exempt from the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent convictions and conditional cautions • All spent convictions and adult cautions that are not protected (i.e. that are not filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2020 and 2023). For further information on filtering please refer to Nacro guidance and the guidance published by the Ministry of Justice (see, in particular, the section titled 'Exceptions Order').	Y
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This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.