

**Job Description**

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| **Department** | **ADULTS SERVICES** |
| **Job Title** | **TEAM MANAGER** |
| **Grade** | **K** |
| **Primary Purpose of Job** | To assist the Head of Service to do ensure the department fulfils its statutory and legal requirements both efficiently and effectively.  Specific responsibility in respect of customer in transition, with Disabilities, Older Adults, and customer in long term placements whilst operating within the appropriate and relevant legislative framework. |
| **Reporting To** | Head of Service – Adults Services |
| **Direct Staffing Reports** | Managing Social Care and Health Care staff to deliver the highest standard of services across the team, ensuring processes and systems are developed to support operational practice. |

**Main Duties**

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| **1** | To manage the staff across the team to operate to the highest standard and ensure effective case management is delivered to vulnerable customers and their carers / representatives, ensuring that the appropriate support planning and case management is undertaken. | |
| **2** | To manage and plan services to meet the needs of individuals, legislative developments and strategic requirements. | |
| **3** | Establish and improve service standards through exchanging information and in collaboration with partnership, commissioning and care management and provider colleagues. | |
| **4** | To ensure compliance with legal, regulatory, ethical and social requirements. | |
| **5** | To implement and monitor compliance with quality assurance systems and carry out quality audits. | |
| **6** | To manage, present and share information, records and reports to support decision making. | |
| **7** | To manage, develop and enhance the performance of teams and individuals. | |
| **8** | To arrange and contribute to the delivering of information and training as required. | |
| **9** | To undertake and apply a range of HR policies and procedure including disciplinary, grievance and Health and safety procedures. | |
| **10** | To lead, chair and facilitate meetings. | |
| **11** | To act as panel member during disciplinary and grievance hearings. | |
| **12** | To develop productive working relationships with colleagues, team members and managers. | |
| **13** | To contribute to project planning and preparation and coordinate the running and closing of projects. | |
| **14** | To manage, organise, support and maintain the use of information technology systems and software. | |
| **15** | Develop and implement operational plans for the service area. | |
| **16** | To develop and manage your own resources and contribute to improvements at work. | |
| **17** | To develop own knowledge and practice relating to own area of work and across professional and organisational boundaries. | |
| **18** | Develop productive working relationships with colleagues and stakeholders in order to ensure that the assessment of the needs of individuals, carers and families are identified, evaluated and reviewed. | |
| **19** | To contribute to the Department’s processes in relation to managing risks and supporting independence. | |
| **20** | To work within multi-disciplinary and multi-organisational teams, networks and systems. | |
| **Date Job Description prepared/updated:** | | **Dec 20** |
| **Job Description prepared by:** | | **Alison Smith/ SC HR** |

**Person Specification**

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| **Department** | | | **Adults services** | | | |
| **Job Title** | | | **team manager** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](https://www.gmhsc.org.uk/wp-content/uploads/2018/04/Carers-Charter-FINAL.pdf) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Ability to lead and manage the team, ensuring the work is allocated effectively. | | | | | Application Form/Interview |
| 2. | To identify and plan the development needs of the team and individuals to enhance performance and support individual learning and development. | | | | | Interview |
| 3. | To effective monitor and review the performance of the team and individual staff members. | | | | | Interview |
| 4. | To have the ability to develop the trust and support of colleagues, team members and your manager and ensure minimal personal conflict. | | | | | Interview |
| 5. | To be able to identify and implement the appropriate HR and departmental policies and procedures that will support improvements in standards and performance. | | | | | Application Form/Interview |
| 6. | To demonstrate the ability to chair, lead, facilitate and participate in meetings. | | | | | Interview |
| 7. | The ability to obtain, analyse, maintain, record and store information, records and reports to support decision making. | | | | | Interview |
| 8. | To have the ability to identify the necessary resources to ensure equitable service delivery. | | | | | Interview |
| 9. | To have the ability to identify, establish and improve service provision and ensure contractual obligations are met by providers. | | | | | Interview |
| 10. | Demonstrate effective partnership working through the provision and exchange of information with internal and external partners to ensure that appropriate decisions are taken to deliver quality services. | | | | | Application Form/Interview |
| 11. | To have the ability to establish, maintain and monitor the compliance with quality assurance systems, and follow up quality audits. | | | | | Application Form/Interview |
| 12. | To demonstrate the ability to ensure compliance with the law in key areas such as health and safety, as well as professional and ethical frameworks. | | | | | Interview |
| 13. | To demonstrate the ability to contribute to project planning and preparation, and be able to co-ordinate project activities, resources and plans, ensuring stakeholders are kept informed of progress. | | | | | Application Form/Interview |
| 14. | To have the ability to manage, organise, support and maintain the use of information technology systems and software. | | | | | Interview |
| 15. | To have the ability to develop and implement operational plans for the service area. | | | | | Interview |
| 16. | To be able to develop and manage your own time and resources, and review your performance, to meet agreed objectives. | | | | | Interview |
| 17. | To have an understanding of the need to develop effective working relationships with colleagues and stakeholders to ensure the needs and vulnerabilities of carers are identified. | | | | | Interview |
| 18. | To be able to work effectively within multi-disciplinary teams and systems. | | | | | Application Form/Interview |
| 19. | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Minimum of three years management of services experience. | | | Application Form | |
| 2. | | Professional qualification in Social Work and be registered to Social Work England. | | | Certificate | |
| 3. | | To demonstrate a thorough knowledge and understanding of relevant Social and Health legislation, current policy and good practise developments. | | | Interview | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This post is subject to an enhanced disclosure from the Disclosure & Barring Service with check of relevant barred list(s) | | | Interview | |
| 4. | | This post has been designated an essential car user post. You must hold a full, current and valid driving licence and a vehicle with a current valid MOT certificate. You will also need adequate vehicle insurance cover to comply with the council’s requirements, in line with the Travel Costs Reimbursement Policy | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | | | | |
| **2. Experience/Qualifications/Training etc** | | | | | | |

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| **Date Person Specification prepared/updated** | **Dec 20** |
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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





