



Title Team Manager - Adoption East Midlands	Department CFCS	Post Ref. 14230
Job Purpose To manage a team of front line/operational/technical or professional staff to meet the required service standards, in line with the service plan and associated standards within the Service. <i>To Deliver a regional service for all adoption services, across Derby, Nottingham, Derbyshire and Nottinghamshire.</i>		
Key Responsibilities <ol style="list-style-type: none">1. Personally and through team members to deliver the targets set down in the service and team plans.2. To resolve any service delivery issues within available resources.3. To improve the performance of staff under his/her line management by maintaining communication with staff and providing the appropriate support and guidance.4. To improve customer satisfaction levels for his/her service.5. To act as a professional exemplar at all times.6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Group Manager.7. To build positive relationships with other staff and colleagues.8. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues.	Key Accountabilities <ol style="list-style-type: none">1. Specified service targets within agreed resources2. Effective supervision of staff to secure high levels of performance3. Effective management and deployment of an identified budget4. Alert the Group Manager of issues that could affect performance5. Professional and management support and supervision to a team of staff in a designated work group, for which she/he is appropriately qualified and experienced. This will include the provision of oversight of all team casework.	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification

Education and Knowledge

1. Evidence of continuous professional development.
2. Knowledge and understanding of the main issues affecting the service area.
3. An up to date and current knowledge of Adoption Support
4. Knowledge of the principles and practice of:
 - effective people management;
 - excellent customer service;
 - appropriate risk management;
 - budget management (where budgetary responsibility is devolved to the team manager)
5. CQSW or CSS or DipSW
6. Social Work England registration
7. Full driving licence (unless disability precludes this)

Experience

12. Significant experience within the service area
13. Experience of planning and organising team work or co-ordinating complex activities
14. At least two years' experience relevant to Adoption within the past five years

Role Dimensions

1. To be responsible for the ongoing development and delivery of adoption services for Adoption East Midlands
2. Up to 8 (fte) direct reports.

Personal skills and general competencies

8. Can demonstrate the abilities to lead the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities and deal with emerging issues.
9. Able to empower staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels.
10. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
11. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.

Please attach a structure chart

Date 3/2/21

Tier 5 – Team Manager