



Title Team Manager - Governing Body Services	Department Children and Families Service Education, Standards and Inclusion - GBS	Post Ref.
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 Governing Body Services.		
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.9. To develop and implement the governing body services team plan to contribute to the delivery of the County Council's strategies, policies	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. Insert any additional accountabilities	

10. To secure the provision of cost effective quality assured governor services responsive to the needs of governing bodies, through the delivery of the traded service.
11. To take leadership responsibility and accountability for ensuring the delivery of the County Council's statutory duties in relation to school governance
12. To provide expert and credible advice, both oral and written to the corporate and service director, portfolio holder, elected members, County Council officers, schools and stakeholders.
13. To lead the development, implementation and evaluation of school improvement in relation to school governance and manage the programme of targeted support for governing bodies in schools causing concern in partnership with Education Improvement Advisers and other County Council officers.
14. To oversee the strands of head teacher recruitment for which governing body services are responsible
15. To support governing bodies when they are exploring alternative leadership options, and provide credible knowledge of the implications of the range of governance models open to them
16. To ensure effective links are developed and maintained between governor services and other services supporting school improvement and contribute to or lead cross service working groups or projects as requested.
17. To work with the senior practitioner to maintain and develop the clerking service to ensure statutory duties and responsibilities are met.

The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Tier 5 – Team Manager

Education and Knowledge

1. Evidence of continuous professional development.
2. Knowledge and understanding of the main issues affecting the service area.
3. Expert, extensive and thorough knowledge of the law and policies impacting on the role and responsibilities of school governing bodies and duties or local authorities
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. Thorough knowledge and understanding of complaints management in relation to school governance issues and high level skills in relation to investigation and mediation.
6. Thorough understanding of the implications of diverse governance arrangements

Experience

12. Minimum 5 years' experience within the service area
13. Experience of planning and organising team work or co-ordinating complex activities
14. Experience of working in a political context (Desirable)
15. Experience of working directly with the public and handling challenging media sensitive issues appropriately (Desirable)
16. Experience of business planning and performance management
17. Significant management experience, including leading and co-ordinating across a diverse range of complex functions
18. Experience of working collaborative with a range of partners
19. Experience and a proven track record in the design, management and marketing of a demand led traded service (Desirable)

Personal skills and general competencies

7. 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.
8. 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.
9. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues
10. 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.
11. Ability to lead, direct and motivate others in challenging situations and work with autonomy, confidence and authority under pressure.

20. Experience of interpreting and providing authoritative advice for a wide range of audiences on the implementation of complex legislation	
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Role Dimensions

1. To liaise with Learning and Development to secure the development, implementation and review of a programme of support, training and development for governors
2. To deliver termly briefings to headteachers, chairs of governors, clerks and governor services staff to provide guidance on legislative changes, national and local initiatives and strategic direction
3. To work with the Service Director ELS to ensure that LA governor appointments are made in a timely and transparent manner to governing bodies as required
4. To monitor the governing body services budget to ensure that the income matches services sold to schools, and that expenditure does not exceed income. Make bids for school improvement grant funding to cover targeted support to governing bodies in schools causing concern and for the management of complex complaints which the governing bodies has been unable to resolve.
5. To review the traded service offer on a termly basis to ensure that service is meeting the needs of governing bodies linked to any changes to local and national initiatives/requirements. Work collaboratively with the senior practitioner to ensure that governors have access to regular updates as appropriate.
6. To lead on the development and delivery of the governing body services team plan and then to work collaboratively with the team and group managers across education, learning and skills to ensure that team plans promote collaborative working where appropriate and deliver the Council's vision and strategic plans
7. To work in partnership with LA officers to provide guidance for governing bodies when they are exploring alternative leadership models
8. To work collaboratively with Team Manager, education improvement services and EIS associates to ensure the development and delivery of a headteacher recruitment traded service which support governing body selection panels to undertake a robust recruitment process, in line with safer recruitment legislation, to secure high quality appointments
9. To work collaboratively with the Group Manager for education standards and inclusion and the team managers for Education Improvement Service and schools and family's specialist services to ensure that the three teams provide coherent quality support to schools in all localities to support them to meet the needs of all children and young people in their locality, especially vulnerable and disadvantaged groups

Please attach a structure chart

Date March, 2019

Tier 5 – Team Manager