

Title	Department	Post Ref.
Team Manager -		
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.		
Key Responsibilities 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 always. 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. Insert additional specific responsibilities over the generic elements of the role	Key Accountabilities 1. Specified service targets within agreed resources 2. Effective supervision of staff to secure high levels of performance 3. Effective management and deployment of an identified budget 4. Alert the Group Manager of issues that could affect performance 5. Insert any additional accountabilities	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
Education and Knowledge <ol style="list-style-type: none"> 1. Evidence of continuous professional development. 2. Knowledge and understanding of the main issues affecting the service area. 3. Insert any essential service specific knowledge 4. Knowledge of the principles and practice of: <ul style="list-style-type: none"> • effective people management; • excellent customer service; • appropriate risk management; • budget management (where budgetary responsibility is devolved to the team manager) 5. Insert any essential service specific qualification 	Personal skills and general competencies <ol style="list-style-type: none"> 6. 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. 7. 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. 8. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues 9. 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.
Experience <ol style="list-style-type: none"> 10. Minimum 5 years experience within the service area 11. Experience of planning and organising team work or co-ordinating complex activities 12. Insert any essential service specific experience 	
Role Dimensions <ol style="list-style-type: none"> 1. Insert core area/s of responsibility (inc. teams, services & functions) 2. Insert financial responsibility 3. Insert staff - No of direct reports 	

Please attach a structure chart

Date