



<b>Title</b>	<b>Department</b>	<b>Post Ref.</b>
<b>Team Manager - Day Services North</b>		
<b>Job Purpose</b> 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 Day Services North Service.		
<b>Key Responsibilities</b>  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.		<b>Key Accountabilities</b>  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. To undertake the Nominated Property Officer role.  6. To ensure effective health and safety and welfare of services, staff and premises.  7. To ensure effective gathering of information relevant to the service to monitor the operating environment quality of services and inform strategic developments.
<b>The post holder will perform any duty or task that is appropriate for the role described</b>		

**Person Specification**

Tier 5 – Team Manager

<p><b><i>Education and Knowledge</i></b></p> <ol style="list-style-type: none"> <li>1. Evidence of continuous professional development.</li> <li>2. Knowledge and understanding of the main issues affecting the service area.</li> <li>3. Knowledge of relevant legislation.</li> <li>4. Knowledge of main ICT systems in use in the service area.</li> <li>5. Knowledge of the principles and practice of: <ul style="list-style-type: none"> <li>• effective people management;</li> <li>• excellent customer service;</li> <li>• appropriate risk management;</li> <li>• budget management (where budgetary responsibility is devolved to the team manager)</li> </ul> </li> <li>6. Management qualification or equivalent.</li> <li>7. Management qualification in health and safety.</li> <li>8. The post holder will be expected to work to standards which equate to a minimum of NVQ Level 4 in Management, and/or other relevant professional qualification. It is expected that the post-holder will become an NVQ assessor.</li> </ol>	<p><b><i>Personal skills and general competencies</i></b></p> <ol style="list-style-type: none"> <li>9. 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.</li> <li>10. 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.</li> <li>11. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues</li> <li>12. 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.</li> <li>13. Be able to use ICT equipment and systems safely and appropriately to the level of the post.</li> </ol>
<p><b><i>Experience</i></b></p> <ol style="list-style-type: none"> <li>14. Minimum 5 years experience within the service area</li> <li>15. Experience of planning and organising team work or co-ordinating complex activities</li> <li>16. Experience of managing change.</li> </ol>	

17. Experience of service provision including:

- Risk management.
- Risk assessment.
- Care plans and health, safety and well-being of service users, carers, staff and public.
- Supervision
- Budget management

***Role Dimensions***

1. Responsible for day service provision to people with physical disability, sensory impairments, learning disability, mental ill health and older people, within a defined geographical area(s) including the management of multiple sites.
2. To ensure that service delivery is responsive to personalisation of social care services.
3. To be responsible for the effective recruitment, management, induction, training and development of staff under the post-holders' control.
4. To provide cover for the Group Manager and other day service Managers as necessary.
5. Effective management of systems and procedures associated with operational management activity of day services including finance, equipment, performance audits and quality.
6. To be responsible for the transformation of day service provision, communicating effectively with colleagues, customers, carers and with other agencies as appropriate within the district(s).
7. To take a lead on specific strategic developments across the County as may be required and appropriate.
8. Able to drive and have access to a vehicle for work.
9. Responsible for £3million budget.
10. Responsible for up to 50 staff.

*Please attach a structure chart*

Date

Tier 5 – Team Manager