

<b>Job Description</b>			
<b>Title</b> Team Manager – Integrated Family Service	<b>Service Group</b> Children, Families Cultural Services	<b>Post Ref</b> Add Ref	
<b>Job Purpose</b> To lead on the operation of a team within the integrated family service			
<b>Key Responsibilities</b>		<b>Key Accountabilities</b>	
<ol style="list-style-type: none"> <li>1. Personally, and through team members to deliver the targets set down in the service and team business plan</li> <li>2. To resolve any service delivery issues within available resources.</li> <li>3. To monitor performance, quality and outcomes within the team and to improve the performance of operational staff</li> <li>4. To provide an effective service to vulnerable children, young people and their families to meet agreed goals.</li> <li>5. To act as a professional exemplar in carrying out the above duties with a ‘can do’ attitude.</li> <li>6. To deploy and manage assigned budgets and to take corrective action where appropriate in liaison with the Service Manager</li> <li>7. To build positive relationships with partner agencies, local providers, contractors and other staff and colleagues.</li> <li>8. To inform the Service Manager of any changes in the operational environment including customer satisfaction issues.</li> <li>9. To develop and maintain relationships with other agencies including adhering to partnership arrangements in respect of seconded staff.</li> </ol>		<ol style="list-style-type: none"> <li>1. Specified service targets within agreed resources</li> <li>2. Effective supervision of practitioners to secure high levels of performance</li> <li>3. Effective management and deployment of an identified budget</li> <li>4. Alert the Service Manager of issues that could affect performance</li> <li>5. To ensure that all case management, safeguarding and public protection practice complies with local and national policy and guidance</li> <li>6. To monitor the performance of staff and local arrangements and protocols for the delivery of targeted support services</li> </ol>	

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

**Person Specification**

<p><b>Education and Knowledge</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 effective, evidence-based practice</li> <li>4. 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</li> </ul> </li> <li>5. A professional qualification relevant to children and family services</li> </ol>	<p><b>Leadership and Management Skills</b></p> <ol style="list-style-type: none"> <li>6. Can demonstrate the abilities to drive 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>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.</li> <li>8. Ability to identify issues that could impact on service delivery and develop a number of options to mitigate these issues</li> <li>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.</li> </ol>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>10. Minimum 3 years experience with vulnerable young people</li> <li>11. Experience of planning and organising team work or co-ordinating complex activities</li> <li>12. Experience of operating in a multi-agency environment</li> </ol>	
<p><b>Role Dimensions</b></p> <ol style="list-style-type: none"> <li>13. To manage the day-to-day operations of a team or a number of external contractors</li> <li>14. To manage a budget of £0.6m</li> <li>15. To manage up to two senior and up to eighteen main grade practitioners, including staff seconded from partner agencies</li> <li>16. To work unsocial hours, including evenings and weekends, in line with service needs</li> <li>17. Reports to Service Manager</li> </ol> <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date 30 December 2014