

Job Description

Job Title	Team Manager
Directorate	Children and Young People's Services
Service Area	Family Help
Grade	10
Competency Level	2
Salary	£56,673 - £62,580
Job Type	Hybrid
Location	Clubmoor Children's Centre
Disclosure and Barring Service (DBS)	Enhanced with Child Barred List (Child Workforce)
Job Evaluation Ref No	Not applicable

Job Purpose

To manage, develop and lead the team in order to safeguard and promote the welfare of vulnerable children, young people and their families.

To ensure the team delivers high quality services that address need and lead to improved outcomes, whilst managing the reputation of the Service and the Council.

To deputise for the Service Manager when required.

Directly Responsible For:

Consultant Social Worker, Social Workers, Family Help Practitioners, Outreach Family Support Workers

Directly Responsible To:

Service Manager

Main Areas of Responsibility:

- Ensure that the Council meets its statutory obligations to safeguard and promote the welfare of children and young people, complying with legislation, statutory guidance, policy and procedures and relevant frameworks
- Provide effective leadership and organisation of the team, including the prioritisation and allocation of work so that children and their families receive a timely and efficient service
- Develop and embed a performance culture within the team to ensure targets are met and poor performance is effectively managed
- Lead a process of continual improvement through undertaking monthly audits and ensuring recording is of a high standard
- Monitor the team's performance with reference to local and national key performance indicators and local practice standards and take action when required
- Ensure that planning is robust and effective
- Support the development of the Council's policies, processes, practices, and systems, ensuring that they are current and conform to best practice and comply with legislation
- Authorise assessments, reports and plans and take responsibility for ensuring plans for children and their families/carers are implemented in accordance with statutory requirements and practice standards

- Build and promote successful partnership working across agencies and with children, young people and their families, to deliver more cost effective and valued services
- Build honest relationships based on clear communication and ensure that all involved understand what will happen with the information. This includes children, young people, families, carers and partner agencies.
- Ensure that due regard is given to service user consent, confidentiality, data protection and information sharing protocols
- Prepare and participate in annual appraisals and reviews, identifying areas for improvement and carrying out agreed learning and development

Supervision and Management Responsibility:

- Provide high quality supervision, including reflective supervision, improving quality, timeliness of work and outcomes for children and families
- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manage performance and behavioural issues effectively

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Take budgetary responsibility for the team budget

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic, and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This is mainly an office-based role and hence is sedentary, involving long periods of sitting

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills

required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Social Work degree or equivalent social work professional qualification (A)
- Registered with Social Work England (A)

Desirable

- Management Qualification or Leadership/Management training

Experience

Essential

- Experience of managing staff and resources within a frontline statutory service staff (A/I)
- Substantial post qualifying experience of working in a children and families statutory setting (A/I)
- Experience of fostering innovation and new ways of working (I)
- Experience of leading a team and developing effective working relationships with colleagues in partner organisations (A/I)

Skills/Abilities

Essential

- Excellent knowledge and application of relevant legislation, statutory guidance, procedures and current research, on effective safeguarding practice and promoting the welfare of children(A/I)
- Ability to lead and influence teams through a period of change, provide clear leadership and clearly communicate the vision and direction of the service (A/I)
- Ability to analyse information, advise and make decisions about families with multiple support needs (E)
- Excellent communication skills both verbally and in writing (A/I)
- Good interpersonal skills enabling productive working relationships with staff, colleagues, and partners (I)
- Good supervisory skills, including reflective supervision (A/I)
- Ability to audit social work practice and drive improvement (A/I)
- Ability to monitor performance and ensure targets are met and standards are achieved, in terms of consistency and quality (I)

Desirable

- Ability to manage a team budget efficiently and make good use of resources
- Good understanding of the role of being a Corporate Parent in line with the Corporate Parenting Principles
- Ability to use IT effectively to support communication, workload, and a flexible working approach
- Ability to deal with complaints in an effective manner
- Effective in the chairing of meetings, ensuring clear plans/outcomes to be achieved

Commitment

Essential

- To work within and meet the Social Work England Professional Standards, including continuing Social Work England registration (A)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) at the appropriate level