

Job Description

Job Title	Team Manager
Directorate	Children and Young People's Services
Service Area	Children's Social Care
Grade	10
Competency Level	Level 2
Salary	£54,916 – £60,640
Job Type	Hybrid
Location	City Wide
Disclosure and Barring Service (DBS)	Enhanced DBS with Child Barred List (Child Workforce)
Job Evaluation Ref No	

Job Purpose

To be accountable for the Management of a specific service, function, or team.

Directly Responsible For:

Social Workers, Family Support Workers

Directly Responsible To:

Head of Service, (Adoption in Merseyside)



Main Areas of Responsibility:

- The Team Manager is responsible for managing a specific team or service area within the Service. The Team Manager reports to, and works with, a designated Head of Service in AiM, responsible for a range of services and functions, and will work with other managers across the Service and with other agencies to deliver a service
- The Team Manager is responsible and accountable for producing and implementing the business plan for their service with the Head of Service contributing to the Division's and Service's business plans
- The Team Manager is responsible for promoting the City Council's Vision and values and ensuring that all work in the development and delivery of business plans is carried out within the Best Value framework
- The Team Manager is responsible and accountable for leading and managing staff teams through a Performance Management framework and promoting equality of opportunity in all aspects of their work
- The Team Manager must demonstrate in their behaviour and attitude, the Vision and Values of the City Council. The role carries responsibility for demonstrating that Liverpool City Council is a good employer, intending to deliver quality services

Key Responsibilities and Accountabilities

Managing People

- Health and Safety, recruitment, staff development, induction, planning for training, attendance at work, sickness absence monitoring and management, discipline and grievance, performance management, the investigation of complaints and exit interviews
- Creating a safe and positive work environment free from bullying and harassment and to promote Family friendly policies



- Ensuring all staff are aware that they have a duty to report any concerns, allegations or disclosures of abuse, and that the response is consistent
- Ensuring regular contact and reporting sessions with line managers are carried out within the team
- A primary function of the role is to manage the workload of both individual social workers and relevant teams. Whenever difficulties are experienced in this regard then referral should be made to the relevant Head of Service or in order that the issue may be reviewed

Ensuring Continuous Improvement

- Implement a performance management framework
- Create an outcome-focused environment of continuous improvement
- Provide Management in solving problems
- Undertake strategic tasks allocated by the Head of Service

Managing Services

- To manage referrals; to be accountable for all work allocation, and to ensure the continuation of services or casework operations and the allocation of work in the event of the non-availability of practitioners
- To manage services within the law, statutory guidelines and City Council procedures, in particular the Children Act 1989, the framework for the Assessment of Children in Need and their families, Child Protection Procedures and the Looking After Children system & Working Together 2013
- To ensure that case records are maintained and that care plans are formulated, recorded, implemented, regularly reviewed, and monitored
- To provide professional and managerial leadership, and supervision to team members, including delegating management functions to Childrens Centre Managers or other managers

- To organise and participate in management cover arrangements within and across the teams both within and outside working hours
- To develop the City Council's commitment to equal opportunities and to promote non- discriminatory practices in all aspects of work undertaken
- To comply with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and 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
- Involve customers, children, carers, and other stakeholders in developing improved services
- Communicate widely and regularly with customers/service Users and the media
- Contribute to effective working with elected members
- Undertake the role of liaison officer or casework co-ordinator as part of the Emergency Plan

Managing Resources

- Manage delegated budgets as directed by their Head of Service
- Monitor expenditure for services in keeping with best value framework
- Ensure equity of service provision for all customers/service users
- Contribute to Best Value service reviews

Performance Management

Team Managers will be expected to develop and demonstrate skill and competence in accordance with the agreed competence framework. This will include:

- Building and delivering the City Council's Vision
- Making things happen and seeing them through
- Leading on performance; promoting a high-performance culture within the team

- Championing team working, creating high morale and effective collaboration
- Creating a learning culture
- Pioneering new approaches
- Ensuring culture of open communication
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages 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
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
- Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
- Explores different options for funding and income generation

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 the post holder will spend prolonged periods of time working at a desk and using a computer screen

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 (A, I)
- Current registration with Social Work England (A, I)
- Substantial experience of working in a children and families statutory setting (A, I)

Desirable

- Management qualification
- Supervisory or management experience in a social care setting

Skills/Abilities

Essential

- Knowledge of childcare legislation, statutory guidance, best practice research, the Assessment Framework and other relevant assessment and planning tools (A, I)
- Knowledge of child development and family dynamics (A, I)
- Knowledge of and an understanding of child protection and looked after children processes as outlined in Working Together to Safeguard Children and The Care Planning, Placement and Case Review (England) Regulations 2010 (A, I)

- Ability to provide clear leadership and direction to the team (A, I)
- Effective communication skills at all levels within the Directorate, both written and verbal (A, I)
- Ability to analyse information accurately and make judgements under pressure (A, I)
- Skills in chairing meetings effectively, ensuring clear plans/outcomes (A, I)
- Ability to oversee child protection and care planning work and ensure best practice (A, I)
- Ability to implement performance and quality assurance processes, achieving targets and delivering high quality practice (A, I)
- Ability to undertake supervision, staff appraisal and manage poor performance (A, I)
- Demonstrate a high level of skill in collaborative and partnership working (A, I)

Desirable

- Ability to motivate and develop others
- Skills in managing change and applying a systematic approach to the prioritisation of tasks and problem solving
- Ability to deal with complaints in an effective manner
- Ability to foster innovation and new ways of working
- Ability to demonstrate effectively the role of a Corporate Parent in line with the Corporate Parenting Principles.
- Ability to meet the demands of the service and allocate work in a fair and equitable manner
- Ability to manage a team budget efficiently and make good use of resources
- Ability to recognise and promote safety, health, wellbeing and emotional resilience for both self and colleagues
- Ability to work effectively as part of a team

- Ability to take advantage of and use information technology, including agile working, to be efficient in practice and time management
- Ability to work within professional and ethical standards including the SWE Code/Standards of Conduct for Social Workers

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Ability to demonstrate a commitment to own professional development and that of other colleagues
- Ability to understand and demonstrate a commitment to equality and diversity

Other

Essential

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