

<b>Job Family:</b>	<b>Delivery – Front Line – Process knowledge</b>	<b>Grade:</b>	<b>6</b>
<b>Job Title:</b>	<b>Team Leader</b>	<b>Directorate:</b>	<b>Resources</b>
<b>Date:</b>	<b>January 2020</b>	<b>Version:</b>	<b>1:1</b>

### **Role Profile - Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

### **Role Profile - Details Specific to Grade**

Operating with limited guidance or instructions so that initiative and judgement are needed to determine to address and resolve short term (daily) problems. Likely to supervise a team, assessing workload and prioritising tasks for others.

Roles requiring a level of process expertise to deliver an advisory or supervisory service.

### **Brief Description of job role and department**

#### **Social Care Support Team**

To deliver comprehensive business support to Adult and Children’s Social Care, balancing planned and reactive needs and requirements.

To plan and communicate delivery priorities to customers and staff, coping effectively with fluctuating demands.

### **Representative accountabilities**

- Carry out independent but low risk interventions/assessments to identify customer needs or deliver services directly to customers;
- Assist more experienced colleagues in delivering complex service activities/assessments in order to meet or identify customer needs and develop own skills and experience;
- Provide advice and support to customers using Council procedures and policies;
- Where appropriate supervise the tasks and activities of other team members including prioritising and scheduling of work.

### **Budgetary accountabilities**

- None.

### **Specific accountabilities**

- Ensure statutory and legislative requirements and time scales are met in accordance with agreed protocols and within agreed timescales;
- Co-ordinate, prioritise and evaluate all activity in your area of responsibility to deliver a flexible business support service;
- Build and maintain strong working relationships with internal and external customers to manage their expectations, delivery priorities and challenges;
- Ensure compliance with Confidentiality, Information Security and Data Protection requirements and legislation;
- Manage payment of invoices and the raising of Purchase Orders in accordance with council financial guidelines;
- Ensure the tracking of information is accurate and up to date at all times;
- Compile performance information and compliance for Team Manager and social care managers as requested, ensuring accuracy and quality for your area of responsibility;
- Lead on Risk Assessments: ensuring they are in place and reviewed annually or as required;
- Work with Manager to engage with social care managers to participate in continual service review and development;
- Work with Managers to establish cross-team ways of working to ensure flexibility, resilience, staff development and maximisation of resources;
- Manage a team of staff, ensuring supervisions, appraisals and team meetings are conducted in line with Council standards;
- Ensure staff compliance with mandatory e-learning and training.

### **Person specification (knowledge, skills, experience and behaviours required in the role)**

- Ability to co-ordinate facilitation of statutory and complex meetings/conferences/reviews/panels for Adults and Children's Social Care;
- Ability to take minutes: being able to administer full, accurate and detailed minutes of complex conferences/reviews/panels within agreed timescales;
- Excellent IT skills and experience of using a wide range of IT packages in a business environment, and to use these to deliver a customer-focused service;
- Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation;
- Ability to manage time effectively, planning own workload and planning of others, setting appropriate objectives and deadlines and attention to detail;
- Ability to analyse information, and considering alternative solutions, adapting to new ways of working where necessary;
- The ability to provide a high quality, customer-focused approach to service delivery, and continuously identify and implement opportunities for improving the service;
- Excellent oral and written communication skills and the ability to communicate complex matters clearly and concisely;
- Experience of communicating by telephone and in writing with a range of people, including Councillors, MPs, Senior Officers, external organisations and members of the public in a calm, courteous and confident professional manner;
- A commitment to providing a professional, customer-focused approach to service delivery in a variety of situations in order to meet the challenging priorities of the role;

- Able to work on own initiative without immediate supervision, to manage and prioritise workloads and to meet deadlines in a busy and challenging environment.

Mandatory accountabilities/requirements for all LBS staff

- Ensure all health and safety standards are adhered to for the relevant work area;
- Risk Management;
- Finance (including code of conduct, fraud and compliance);
- Apply Equalities and Diversity policies in the workplace;
- Council's Leadership Behaviours;
- Information Security and the Data Protection;
- Freedom of Information;
- Corporate Complaints Procedure;
- Complete mandatory E Learning – as directed;
- The Council's Core Values, Environmental Management System (EMAS) and other Borough and Group policies and procedures;
- Undertake duties consistent with responsibilities of the post as required by the designated line manager/supervisor.