

## ROLE PROFILE

<b>Job family</b>	<b>Manager</b>	<b>Role profile number</b>	<b>MA13-1540</b>	<b>Grade M</b>
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**Job purpose:** To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience
Knowledge and Skills	Experience of managing, motivating and developing a diverse team of staff Experience of managing staffing budgets Significant relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines Thorough knowledge of other areas of the authority relevant to the service. Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making. Experience of defining and developing systems, policies, procedures and / or practices. Experienced project manager with a good understanding of project management methodologies and systems. Excellent time management skills to manage a complex workload prioritise and set deadlines. Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas. Ability to produce business focussed, user friendly reports, policy and project documents where appropriate. Authority and credibility to build relationships and engage successfully with colleagues, customers and partners
Creativity and Innovation	Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area. Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Allocate work to the team monitoring quality and outputs Proactively manage staffing issues Research and resolve problems, provide advice and guidance to the team on processes and procedures Lead research and development of systems, policies, procedures and / or standards within specialist area Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
Our Identity	<p><a href="#">Our Identity</a> sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the elements of <a href="#">Our Identity</a> in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via <a href="#">the whistleblowing policy</a> .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

<b>Role description:</b>	Assistant Team Manager – Integrated front door	
<b>Role profile family:</b>	Manager	
<b>Role profile number and grade:</b>	MA13-1540	Grade M
<b>Number of posts:</b>	Approx. 6 FTE	
<b>Number of staff managed:</b>	Approx. 6-12	
<b>Service/Team:</b>	Family & Children's Support and Safeguarding – Integrated front door service	
<b>Reports to:</b>	Team Manager	

### Job Family overview

#### Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work.

This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

## Service / function Context

The overall responsibilities of the integrated front door team are to assess need and risk in relation to referrals into Families and Children's social care, ensuring that children and families receive the appropriate service and intervention required:

- to prevent family breakdown
- to prevent children and families needing more intensive statutory services
- to deliver an effective family-based and relationship-based approach to enable children and families to achieve positive outcomes
- to meet all relevant statutory responsibilities

The Integrated front door team comprises Information Officers, Social Workers, administrative support and also includes staff from partner agencies working within the Early Support Hub and the Multi Agency Safeguarding Hub.

The team provides an out of hours service for Families and Children's service which ensures an emergency response in relation to Safeguarding cases.

A relationship-based model of practice is followed by all staff in the service. Training reflects this model of practice and include skill-stretching for staff to be able to do more without referring on for specialist support.

All staff in the service provide advice, consultation and guidance to other local professionals who are supporting children and families with lower level needs/risks.

All staff in the service work constructively, collaboratively and effectively with a broad range of key agencies delivering, for example, housing, domestic abuse, substance misuse, mental health, education, finance, employment and/or emotional wellbeing support.

## Job Purpose

The Assistant Team Manager - Integrated Front Door ensures effective access to services, signposting to partner agencies where appropriate and maintaining thresholds around support and safeguarding and identifying appropriate interventions, including ensuring an emergency response during out of hours periods.

Assistant Team Managers will manage and supervise qualified social workers and other staff and, alongside the team manager and service manager, direct, co-ordinate and provide leadership to all staff within the integrated front door team.

The implementation of the early support hub, and the bringing together of the front door and out of hours provision, is a major change for within these service areas and the assistant team manager role will be critical in supporting senior managers to effectively develop and embed the new service, to ensure effective delivery of services/outcomes for children and families within the dedicated team function

The post will have a key role in the development and engagement of staff within the service, ensuring ongoing skills development and career progression for staff.

The Assistant Team Manager will deputise as appropriate, providing management cover and support to operational arrangements within the dedicated team and across all operational hours.

Specific duties and responsibilities include:

- To manage, co-ordinate and lead a team which includes social workers, senior information officers, information officers and support staff both experienced and newly qualified.
- Undertake regular and effective supervision of specified team members in accordance with the supervision and appraisal policy.
- To ensure supervisees work within relevant legislation, guidance and department procedures.
- To set and monitor individual standards and performance in line with internal and external indicators with supervisees.
- To have delegated responsibility for the delivery of performance indicators across the team in line with set targets and departmental expectations.
- Chair multi agency strategy discussions and ensure commencement of S47's within required timescales, ensuring immediate safety plans are in place where necessary
- Allocate work appropriately across the team and make judgements in respect of thresholds and levels of risk.
- Ensure all child protection procedures and processes are implemented and completed within timescales and adhere to Working Together to Safeguard Children requirements.
- Operate within the county policy and ensure up to date knowledge of social work methods, new legislation and procedures, including Children's Act 2004 and Every Child Matters.
- Plan and undertake audits as required and in accordance with policy.
- Ensure that the team works within legislation and the relevant protocols for information sharing and retention of records guided by the best interest of children and young people and based on a consensual model
- To secure the effective involvement of parents/carers, children and young people in the development and evaluation of services.
- Through liaison with other managers and professionals build positive working relationships to ensure effective joint working practices.
- Acquire and maintain local knowledge including links with and information of statutory and voluntary groups in order to maximise co-ordination and joint working to improve outcomes for children.
- To assist the manager in the robust management of resources within the team by ensuring quality and value for money in service delivery.
- To support and promote the development of a dedicated team identity and shared objectives within a changing and developing environment.
- Model and provide good equalities practice. Value diversity within the team and in contact with other professionals, children, young people and families.

### **Out of hours / emergency support**

- Operate as the duty manager, being available for consultation and guidance to Social Workers undertaking out of hours case work.
- Ensure adequate staffing to cover out of hours service, making arrangements to cover any unplanned absence that arises during the shift
- Coordination of emergency planning procedures and services should this arise out of hours.
- Review and prioritise out of hours work, balancing risk and ensuring vulnerable children are safe.

- Ensure effective recording and handover of cases to day services

## Working within a legislative framework

- Operating within relevant policy, legal, ethical and professional boundaries when working with children and families.
- Effectively delivering all statutory requirements.
- Following local practice standards and protocols.

## Supervision and continual development

- Actively engaging in individual and group supervision and embed learning in practice.
- Maintaining up to date knowledge and skills as required by the role.
- Participating in appraisal and team meetings and contribute to individual and team development.

Specific requirements for this post:

## Flexible Working

Assistant team managers will provide management support to the whole integrated front door team which operates between 8am and midnight including weekends and bank holidays.

There will be a requirement to work flexible hours over a rolling shift pattern. Unsocial hours payments will be made in line with Council policies.

## Person Specification

Specific qualifications, knowledge, and skills required for this role:

### Essential

- BA Hons/Dip SW/CQSW/CSS or equivalent
- Registered with Social Work England (or equivalent) registered
- Has up-to-date knowledge of relevant legislation and guidance in relation to working with, and the protection of, children and young people.
- Relevant management/supervision qualifications (level 4), experience or training (at least 2 years' experience).
- Experience of staff/student supervision or consultation
- Up to date knowledge of child care law and ability to apply relevant legislation and related guidance and procedures.
- Knowledge of service outcomes, shared processes, procedures and practice standards.
- Knowledge and ability to put into practice a range of theories, models and interventions and to assess impact for the service user.
- Proven knowledge of performance indicators relating to childcare work.
- Three years post-qualification experience with children and families, of which at least two years' experience must be within statutory child care work
- Experience of undertaking Section 47 investigations, including multi-agency risk

assessment and analysis and subsequent action, including undertaking roles and responsibilities of experienced social workers

- Experience of effective work within the legal framework including court proceedings.
- Good understanding and proven ability to use database information systems.
- Knowledge and evidence of assessment skills, including engaging with users of services, other professionals and agencies to achieve a holistic assessment.
- Proven ability to communicate with children, young people and parents/carers.
- Ability to communicate effectively with people, both listening and in verbal and written presentation.
- Proven organisational skills, including the ability to prioritise work and set priorities for supervisees and team members as appropriate.
- Ability to assimilate information quickly in order to reach decisions and judgements in respect of intervention/non intervention and workload priorities.
- Ability to analyse complex presenting problems.
- Ability to keep accurate records. Ability to give objective, timely advice
- Proven record of challenging poor performance and evidence of improving performance.
- Ability to contribute positively to the overall management of the team and department.
- Flexibility to cover out of hours service and to undertake the role of Duty Manager.

## Desirable

- Other training or qualifications in child care and related disciplines, especially in relation to joint investigation, key worker role or child protection/child care assessment
- Experience of staff/student supervision or consultation
- Experience of supervising and managing qualified social workers
- Experience of working in or operating out of hours services

## Career graded posts

This is not a career graded role



## Supporting information

Driving classification	
<b>Occasional driver</b> A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
<b>Regular Driver</b> Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
<b>Required Driver</b> Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>



Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

  

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 2*</b> . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at <b>level 3*</b> (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

  

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>