

ROLE PROFILE

Job family	Manager	Role profile number	MA13-1339	Grade M
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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.

Factor	Relevant Job Information
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>Our Identity 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 Our Identity 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 the whistleblowing policy .
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

Role description:	Assistant Team Manager	
Role profile family:	Manager	
Role profile number and grade:	MA13-1339	Grade M
Number of posts:	3 FTE	
Number of staff managed:	Up to 16 / 20	
Service/Team:	Adult care, Adult Community Team	
Reports to:	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

This team works with people with long term and complex needs providing care and support to enable people to be as independent as possible.

The overall responsibilities of the Adult Community Team are:

- To provide statutory support to adults with care and support needs and their carers/families, which includes information and advice, assessment, support planning and safeguarding.
- Comply with legal frameworks for social care in line with personalisation principles, which aim to put individuals, families and communities at the heart of care and wellbeing; and in doing so strengthens relationships between members of that community and builds social capital

- Operate within defined budgets for social care
- Work in partnership and liaison with partners including primary, secondary and tertiary health care, private providers, voluntary sector organisations and others to provide coordinated support for customers and/or carers.

Job Purpose

Supporting the Team Manager to ensure efficient and effective service delivery for adults in Wiltshire requiring care and support. Leading the development and promotion of integrated working with the community health teams, acute hospitals and GP surgeries within the specified locality. Managing and supervising a number of social workers, occupational therapists and other staff, as delegated by the Team Manager.

Deputising for the Team Manager as appropriate during time of absence providing management cover and support to locality team staff.

Specific duties and responsibilities:

- Manage, co-ordinate and lead the locality team in the absence of the Team Manager.
- Providing supervision and support to experienced SW and OT so the postholder is required to have excellent knowledge and ability in relation to the most complex of cases where finding possible solutions are challenging.
- Actively engage in individual and group supervision and embed learning in practice
- Undertake appraisal and team meetings and contribute to individual and team development
- Engage in quality assurance ensuring that supervisees meet all legislative and regulatory requirements as determined by the national agenda e.g. Care Act 2014, Mental Capacity Act.
- Monitor that assessments are undertaken in line with Care Act 2014 requirements and that people are assessed appropriately for their eligibility for Social Care. This requires being able to check across the team that assessment is being undertaken consistently and taking action as necessary.
- Set and monitor standards and performance of supervisees in line with quality assurance policies.
- Analyse and interpret performance data to inform decision making within the team. This will be challenging where operational case work demand is very high with limited staffing resources and timescales
- Actively participate in the development of policies and procedures within the wider social care team.
- Having an operational view of the caseloads across the team and to allocate and manage demands and abilities (both SW and OT) in a timely way to ensure the best outcomes for customers.
- Provide expert advice, support and creative problem solving to team members dealing with customers with complex needs. This will include managing complaints from customers, carers, elected members and partners which may result in a recommendation on the way the service could be delivered differently to team manager / HoS Convenor and chair

multiagency meetings in relation to customers with complex needs or contentious situations. Where previous meetings have not been able to resolve issues

- Work with the Team Manager creating and developing links with Community Area Boards
- Promote wider community involvement with staff in the team, including the NHS, the voluntary section and independent providers. To take every opportunity to work with partners, e.g. attending GP forums, meeting health teams etc with the view of “how can we work together”
- Assist the Team Manager in the robust management of resources within the team by ensuring quality and cost effectiveness in service delivery.
- Authorise plans for care and support considering cost effectiveness, promotion of independent and reduction of risk. This involves reviewing the application of the support plan, with professional advice from SW / OT re-equipment but to look at costs and take decisions.
- Respond to civil emergencies including managing a rest centre

Specific requirements for this post:

- Ability to travel around the county
- Be flexible and work in other adult care teams as required

Person Specification

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

Essential

- A recognised and relevant professional health or social care qualification (degree/diploma in social work, occupational therapy or equivalent)
- HCPC (or equivalent) registered
- Management qualification to level 4 or ability to demonstrate the equivalent skills and ability (at least 2 years' experience).
- Substantial experience in a social care or health setting
- Detailed knowledge of social care legislation and the wider context of government policy.
- Able to communicate effectively with people in a variety of way and levels
- Ability to write clear, complex and business focused reports
- Experience of managing budgets
- High level of leadership skills to support and develop highly skilled and professionally qualified staff
- Experience and proven ability to manage staff through change
- Understanding and commitment to integrated health and social care, including experience of

working in a multi-agency environment.

- Ability to use a range of software including electronic social care records and business management systems.
- Proven organisational skills, including the ability to prioritise work and set priorities for supervisees and other team members.
- Ability to assimilate information quickly in order to reach decisions and judgements in respect to 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.
- Fluency in written and spoken English

Desirable

- A recognised post graduate qualification such as a post graduate certificate in managing health and social care
- Understanding of Wiltshire Council Corporate Agenda and Business Plan

Career graded posts (where applicable)

Please list the posts that form part of this career grade structure:
N/A

Supporting information

Driving classification	
Occasional driver 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"/>
Regular Driver 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"/>
Required Driver 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 Enhanced 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 Standard DBS check	<input type="checkbox"/>
The role requires a Basic 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 type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" 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 level 2* . (*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 level 3* (*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 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 checked="" 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"/>