

## ROLE PROFILE

|                   |                |                            |                  |                |
|-------------------|----------------|----------------------------|------------------|----------------|
| <b>Job family</b> | <b>Manager</b> | <b>Role profile number</b> | <b>MA13-1462</b> | <b>Grade M</b> |
|-------------------|----------------|----------------------------|------------------|----------------|

**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<br>Licence / certificate / qualification required for the role<br>ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems.<br>Level 4 in management or equivalent experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Knowledge and Skills                    | Experience of managing, motivating and developing a diverse team of staff<br>Experience of managing staffing budgets<br>Significant relevant professional experience post qualification in a similar work environment.<br>Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism.<br>Excellent ICT skills including use of Microsoft applications and specialist systems<br>Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines<br>Thorough knowledge of other areas of the authority relevant to the service.<br>Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making.<br>Experience of defining and developing systems, policies, procedures and / or practices.<br>Experienced project manager with a good understanding of project management methodologies and systems.<br>Excellent time management skills to manage a complex workload prioritise and set deadlines.<br>Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas.<br>Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.<br>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.<br>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.<br>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.<br>Allocate work to the team monitoring quality and outputs<br>Proactively manage staffing issues<br>Research and resolve problems, provide advice and guidance to the team on processes and procedures<br>Lead research and development of systems, policies, procedures and / or standards within specialist area<br>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, directors, 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 organisation 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 organisation buildings                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Behaviours framework                  | The job holder will be demonstrating all of the aspirational behaviours at this level. Please refer to <a href="#">Behaviours Framework</a> for a full list of the aspirational behaviours required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Skill profile                         | To be demonstrating level 2 “advanced” across all three skill areas of communication & customer service; performance through people; and personal effectiveness.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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                            | Adoption West 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 organisation 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 Organisation reserves the right to amend this role profile as necessary.

## ROLE DESCRIPTION

|                                       |                                  |         |
|---------------------------------------|----------------------------------|---------|
| <b>Role description:</b>              | Deputy Team Manager Adoption     |         |
| <b>Role profile family:</b>           | Manager                          |         |
| <b>Role profile number and grade:</b> | MA13                             | Grade M |
| <b>Number of posts:</b>               | 1 of 2                           |         |
| <b>Number of staff managed:</b>       | 6                                |         |
| <b>Service/Team:</b>                  | Adoption Team, Placement Service |         |
| <b>Reports to:</b>                    | Adoption 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 service/function are:

Adoption West is a Regional Adoption Agency responsible for the effective delivery and development of adoption work across the Region on behalf of Bath & North East Somerset, Bristol, Gloucestershire, North Somerset, South Gloucestershire and Wiltshire Councils. Service delivery will be in accordance with National Standards and Regulations and for making operational the adoption agency's recruitment and placement strategies. Service operations will be based in three Hub teams, Bristol, Gloucester and Trowbridge. Adoption West aims to improve performance in meeting the needs of those children who require permanence through adoption, particularly;

- In reducing the time that children have to wait for adoptive placements
- In improving the experience for prospective adopters from initial inquiry, through the assessment process, panel approval and placement matching and the delivery of post adoption support services.

## Job Purpose

The post holder will support the Manager to direct, co-ordinate and provide leadership to all staff within the team. The post holder will deputise for the Manager as appropriate during time of absence providing management cover and support to operational arrangements. This includes deputising as the professional adviser to the adoption panel as required.

The post holder will hold a small caseload of complex adoption cases as required.

The post holder will assist in ensuring that services are delivered in accordance with the National Minimum Standards, and Adoption Regulations, Adoption West's agreed priorities, policies and procedures; and to seek improvement and innovation in how services are provided.

Specific duties and responsibilities include:

- Supervision and appraisal of designated staff as agreed with the manager ensuring that this is in accordance with the supervision and appraisal policy. To ensure supervisees work within the relevant legislation, guidance and departmental procedures.
- Set and monitor standards and performance in line with Departmental internal and external indicators with supervisees
- Maintain up to date knowledge of all cases and projects held by supervisees. Undertake regular file audits in accordance with Departmental policy.
- Responsibility to 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 consensual model.
- To ensure the effective operation of a duty system to respond in a timely effective manner to all enquires the service manages including enquiries to become an adopter, requests for adoption and special guardian support, schedule 2 work and non agency adoptions.
- Prioritising enquiries in accordance with identified need and allocate work; make judgments in respect of intervention, assessments and child protection and closure of cases.
- Operate within the Departmental policy and procedures. To keep up to date with national initiatives, legislative changes, practice developments and best practice in the adoption field and identifying their implications, working with all staff across services to implement the key changes that arise from these.
- Assist the team manager to implement and monitor the effectiveness of the adoption team development plan and recruitment strategy.
- To have responsibility delegated by the team manager for the delivery of performance indicators in line with set targets and Departmental expectations which may include:
  - Timeliness of adoption enquiries, assessments and assessments for adoption support.
  - Timeliness in home-finding for children being placed for adoption
  - Increasing the number of adoptive placements
- To secure the effective involvement of prospective adopters parents/carers, children and young people in the development and evaluation of adoption services.
- Model and provide good equalities practice and value diversity within the team and in contact with other professionals, children, young people and families. Ensuring that the adoption service can

respond to and reflect the diversity of service users.

- To ensure the effective assessment and management of risk in safeguarding children and young people through a robust adoption assessment and adoption support process.
- To ensure that complaints and allegations are dealt with in accordance with departmental procedures
- To assist the Manager in the robust management of resources within the Team by ensuring quality and value for money in service delivery.
- Able to travel throughout Wiltshire and beyond as required to carry out the duties of the post

Specific requirements for this post:

- Able to travel throughout the Adoption West area
- Able to work outside normal working hours on a planned basis and at short notice.

### Person Specification

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

#### Essential

- Social Work Degree/Dip/CQSW/CSS or equivalent
- HCPC registered social worker
- Driving licence
- Proven knowledge of legislation/regulations relating to adoption and adoption services. Commitment to continuous professional development.
- Post Qualification in Social Work including covering a full range of child care work including fostering and adoption practice.
- Experience of work with looked after children/ permanency planning and adoption and an excellent awareness of the issues that are relevant to children who are adopted or subject to a Special Guardianship order Understanding of and commitment to the principles of practices of equality and diversity, both in relation to employment issues and to service delivery.
- Experience of effective work within the legal time framework, including court proceedings.
- Up-to-date knowledge of child care law and ability to apply relevant legislation and related guidance and procedures.
- An ability to challenge poor performance and evidence of improving performance.
- Evidence of developed assessment and analytical skills and ability to assess risk.
- 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 interventions and workload priorities.
- Excellent written and verbal communication skills. Good IT skills
- Proven ability to communicate with Children, young people parents and carers
- Ability to champion the needs of adopted and looked after children to improve their outcomes.
- Displays a commitment to the protection and safeguarding of children and young people
- Understanding of and commitment to the principles of practices of equal opportunities, both in relation to employment issues and to service delivery.
- Ability to contribute positively to the overall management of the team and department.
- Takes responsibility for own professional development and commitments to evidenced based practice.
- Energy, resilience, humour determination and the ability to work under pressure whilst maintaining a

|                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| collaborative style of working.<br>• Fluent English language skills                                                                                                                                                                               |
| <p style="text-align: center;"><b>Desirable</b></p> • Experience of staff /student supervision and/or consultation.<br>• Other relevant training or qualifications in child care.<br>• Management qualification or prepared to undertake training |

## Supporting information

| Driving classification                                                                                                                                                                                                                                                                                                                                      |                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| <b>Occasional driver</b><br>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><br>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><br>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.<br><br>Employees should refer to the Corporate Driving at Work policy for further information.                                                           | <input type="checkbox"/>            |

| 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 an MEP, 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 organisation | <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 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 checked="" 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"/>            |
| 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 GCSX network 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 <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 other roles within the organisation. Adoption West 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 organisation's agreed child protection/vulnerable adults protection procedures will be followed. | <input checked="" type="checkbox"/> |