

## Kent County Council

### Job Description: *Team Manager*

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<b>Directorate:</b>	<b>Children, Young People and Education</b>
<b>Unit/Section:</b>	<b>Integrated Children's Services</b>
<b>Grade:</b>	<b>KR12</b>
<b>Responsible to:</b>	<b>Service Manager</b>

### **Purpose of the Job:**

Provide safeguarding expertise, management oversight and case direction outside of normal working hours, in order that unaccompanied children arriving at the Port of Dover, who are processed by the Home Office Kent Intake Unit, are treated with dignity and respect whilst being processed in a seamlessly timely way and safeguarded appropriately.

To embed new ways of working as part of service development, including developing the Team to foster a culture of good practice, create a space for shared reflective practice, including high quality risk assessments that encompass a good balance of strengths and dangers.

To build and develop good working relationships to ensure that services and interventions are delivered in accordance with legislation, Corporate and Directorate policies and are within allocated budget limits.

### **Main duties and responsibilities:**

- Manage a multi skilled team to provide an out of hours service to newly arrived unaccompanied children in need of protection and safety that is timely, proportionate to risk and informed by research, Local Authority thresholds and by the context and significant events for each child.
- Provide leadership in order that team members effectively understand and embody the complex changing demands of the service. Provide day to day support and professional supervision, developing good practice and managing performance as appropriate.
- Recruit, develop and motivate all staff within the service.
- Develop, enhance and maintain collaborative working practices with a broad range of agencies including NHS, police, foster carers, children's homes, semi-independent providers and supported accommodation provisions, ensuring a positive start for newly arrived unaccompanied children.
- Develop, enhance and maintain collaborative working practices with other services across KCC.
- Contribute to the allocation of resources and workload across the team and wider OOHs service and the KCC UASC service to ensure effective delivery of service.
- Contribute to the overall running of the Out of Hours Service, working with OOHs colleagues to ensure safeguarding of both children and vulnerable adults across both Kent and Medway.

- Work with the senior leadership team and other services within KCC to contribute the design and implementation of the performance management framework to create and sustain a culture of continuous improvement.
- Undertake case audits to quality assure file management and standards of practice.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## **Organisational Responsibilities**

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

### **Whole Council**

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

### **Integration of Services**

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

### **Embedding Commissioning and Engaging relevant markets**

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

### **Managing Change**

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

## Kent County Council

### Person Specification: *Team Manager*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Degree in Social Work, CQSW, DipSW or equivalent</li><li>• Relevant professional development</li><li>• Registration as a Social Worker with Social Work England</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Extensive post qualification experience within Social Care</li><li>• Experience of professional supervision, line management or project management</li><li>• Experience of budget management issues</li><li>• Experience of contributing to policy and practitioner formulation, implementation and review</li><li>• Experience of working jointly with key partners in the statutory, private and voluntary sectors</li><li>• Experience of staff recruitment and development</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to lead, manage and motivate a team</li><li>• Excellent oral and written communication skills</li><li>• Excellent organisational skills, ability to prioritise work and delegate tasks</li><li>• Develop and maintain effective working relationships</li><li>• High level professional supervisory skills</li><li>• Budget management skills</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Excellent knowledge and understanding of relevant legislative and policy frameworks and impact on service</li><li>• Excellent knowledge and understanding of social work theories relating to child care services</li><li>• Excellent knowledge and understanding of Safeguarding policies and procedures</li><li>• Knowledge of recent research and National initiatives impacting on Children's Social Services</li><li>• Knowledge and performance management indicators</li><li>• Knowledge of financial regulations</li></ul>

<b>BEHAVIOURS</b>	<ul style="list-style-type: none"> <li>• Motivates staff to achieve a shared service vision and sets an example to others through personal standards of behaviour</li> <li>• Seeks innovative solutions to complex challenges and looks beyond own professional arena to identify the most effective ways of working</li> <li>• Works collaboratively across teams, service areas and partners to secure the most effective outcomes for children and their families</li> <li>• Demonstrate a healthy attitude to risk</li> <li>• Welcome and expect change and evolving technology</li> <li>• Invite contribution and challenge</li> <li>• Innovate</li> <li>• Be open to challenge</li> <li>• Actively encourage and expect contribution</li> <li>• Accountable</li> <li>• Deliver at pace</li> <li>• Focus on outcomes</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> <li>• </li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>