

## Kent County Council

### Job Description: Team Manager

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**Directorate:** Adult Social Care and Health  
**Unit/Section:** Countywide Provision, Community Forensic Social Work Service  
**Grade:** KR12  
**Responsible to:** Service Manager

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

Hold accountability for the efficient working and performance of the team, ensuring adherence to legislation and the policies and procedures of the Council.

Utilise agreed monitoring and review methods such as dashboards, wider divisional performance reports, staff supervision and workforce reports, develop the team's knowledge base and expertise to ensure services are delivered and meet the standards required whilst promoting closer integrated working with partnership agencies and local care systems.

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

1. Manage a team of registered and unregistered staff in the delivery of adult social care services. Ensure all staff adhere to legislation, policies, procedures, and the Safeguarding Adults Framework to deliver high quality assessments. Develop the service to meet the requirements of forthcoming changes.
2. Ensure that the Service can deliver its statutory duties on both a short term and medium-term bases. Address any challenges to this and actively plan for long term service provision with the wider management team.
3. Through audit and quality assurance processes ensure high practice standards and enable continued development of professional skills that meet service requirements. Provide a high-quality resource of professional advice, guidance, and expertise to staff in the team, across the Directorate and to professionals from other partner agencies.
4. Responsible for communication with internal Team Managers and other partnership organisations to negotiate transfer through the that pathway in a seamless way.
5. Ensure the continuous improvement of practices, procedures, and initiatives to support high quality service delivery in conjunction with other key professionals. Identify and escalate issues of operational practice and inter-agency working that require improvement or development within Adult Social Care; and/or partner agencies including CQC, Strategic Commissioning, and NHS providers.
6. Ensure that concerns are referred to the relevant team, so clients are fully supported as required. Monitor the progress of activity and local practices through audit and review and ensure compliance with all KCC protocols and procedures including Safeguarding and Vulnerable Adults.
7. Keep abreast of changes and new initiatives in practice, including changes in legislation, Adult Social Care and Health Directorate and Health policies, and guidance from relevant national organisations to ensure that these are reflected in policy and practice delivered within the Service.

8. Lead performance management across the service, reviewing performance tracking systems at team meetings, making sure scheduling of assessments is efficient, and taking any actions necessary to manage risk and maintain required level of performance. Support the Service Manager in monitoring and taking action in wider county service performance.
9. Support the Service Manager in the implementation and development of partnership working by attending key meetings and establishing interagency relationships with local care systems and other agencies.
10. Support the services budget.
11. Alongside the Service Manager, undertake business and workforce planning, recruitment of staff, induction, and development of staff (including students) utilising the PCF Framework, promoting quality in care as the underpinning standard of practice. Ensure there is a system in place for monitoring the outcomes from learning and development and application of knowledge and skills acquired. Manage and resolve any staffing issues, working with HR as appropriate.
12. Support the Service Manager in building resilience within the team, responding to emergency planning issues and ensuring there are always business continuity arrangements in place.

### **Organisational Responsibilities KR12 and above**

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.

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

## 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>• Relevant degree or Social Work qualification</li> <li>• Up to date registration with Social Work England</li> <li>• Management qualification to level 5 or equivalent experience</li> <li>• Kent Manager (or working towards)</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Substantial post qualification experience in relevant adults' practice within adult social care.</li> <li>• Contributing to policy and practice formulation, implementation, and review.</li> <li>• Joint Working with Health Authorities, other Directorates, and external bodies.</li> <li>• Experience of budget, performance and staff management including staff recruitment, supervision, motivation, and development.</li> <li>• Demonstrable experience of successfully understanding and analysing performance management systems to identify development needs, addressing skills and knowledge gaps, and managing poor performance.</li> <li>• Prior managerial experience.</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to work effectively as part of a team and with staff at all levels.</li> <li>• Excellent leadership and managerial skills, with the ability to motivate self, team, and staff.</li> <li>• Ability to make robust business decisions.</li> <li>• Professional and positive approach.</li> <li>• Have integrity, initiative, and focus.</li> <li>• Ability to think, communicate and present information effectively.</li> <li>• Ability to make effective and robust business decisions, whilst working under pressure on a diverse range of tasks, with tight deadlines and able to deliver results.</li> <li>• Ability to use computer or IT equipment proficiently.</li> <li>• Demonstrable commitment to equality and diversity.</li> <li>• Effective administration and organisational skills.</li> <li>• Ability to tailor approach to each conversation to be appropriate to the customer, even in difficult or challenging situations.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Comprehensive understanding and knowledge of the relevant legislation appropriate to the client group.</li> <li>• Detailed knowledge of directorate and policies, procedures, and practice.</li> <li>• Familiarity with recent research and government and corporate initiatives.</li> <li>• Knowledge of Financial Regulations.</li> </ul>

<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing; we accept and offer challenge.</li> <li>• We are curious to innovate and improve.</li> <li>• We are compassionate, understanding, and respectful to all.</li> <li>• We are strong together by sharing knowledge.</li> <li>• We are all responsible for the difference we make.</li> </ul> <p><b>Kent Cultural Attributes:</b></p> <ul style="list-style-type: none"> <li>• Compassionate &amp; inclusive.</li> <li>• Working together – building and delivering for the best interests of KCC.</li> <li>• Externally focused – residents, families, and communities at the heart of decision making.</li> <li>• Flexible/agile – willing to take (calculated) risks.</li> <li>• Empowering – our people take accountability for their decisions and actions.</li> <li>• Curious – constantly learning and evolving.</li> </ul>
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