

Lancashire County Council

Combined Role Profile

Grade Profile - Managerial - (Grade 7)

Applies to **all** managerial posts at Grade 7

Purpose Supervises or co-ordinates a small team engaged in similar work to the role holder to deliver a highly focused Council Service to meet well-defined, short term deliverables.
Scope of Work Role holders at this level will be expected to oversee the day to day tasks and activities of a team, and may need to manage budgets if responsible for a large operations team. They must be able to use judgment to deal with daily unforeseen problems, with limited guidance from superiors but within established and known procedures. Roles at this level are typically the first level of supervision or line management in the Council, normally relating to routine support services. They will generally have freedom over practical day to day decision-making within closely defined policies and procedural guidance.
Accountabilities/Responsibilities The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. ▪ Co-ordinate the work of a team to ensure workflow is managed smoothly, that Council processes are properly implemented, and that outputs are accurately recorded. ▪ Manage the performance of staff, following Council policies and procedures e.g. sickness monitoring. ▪ Identify and raise opportunities for improving procedures and processes within team or work area, to support the continuous improvement of services. ▪ Act as a technical reference for the team, monitoring and providing guidance on escalated issues. ▪ Train others in the use of equipment, systems or work methods in order to support the development of the team. ▪ Manage a small budget, and/or influence decisions about larger budgets, to ensure appropriate resources are available to run the team or work area.
Skills, knowledge and experience ▪ GCSE or equivalent plus experience of working in a similar role OR specialised skills acquired through significant on the job experience ▪ Comprehensive understanding of the work practices, processes and procedures relevant to the role ▪ Experience of supervising staff, including ability to delegate and track performance ▪ Experience of managing budgets and resources ▪ Empathy and sensitivity to the needs of staff ▪ Good written and verbal communication skills In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.
Performance Indicators ▪ Delivery of specified results e.g. outputs, volumes. ▪ Accuracy of team's work ▪ Achievement of short term milestones

- Budgeted vs. Planned expenditure
- Customer satisfaction (internal or external) and service level measures.
- Work force indicators (turnover, timeliness, absenteeism, etc.)

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Operational Context Form

Post title: Team Manager					
Directorate: Adult & Community Services			Location:	Either East / Central / North - required to cover any service within the named locality	
Establishment or team:		Lancashire Adult Disability Services at:		Post number:	
Grade:	Grade 7	Staff responsibility:	Yes	Essential Car user:	Yes

Scope of Work – appropriate for this post:

The purpose of this job is to:

1. To work within the ethos and values of the in house service which provides high quality supports that afford people dignity and respect in accordance with the principles of person centred practice
2. Assist the Manager in carrying out their duties. To lead, organise and manage teams of Support Workers to deliver individual supports through person centred approaches
3. Deliver and promote the positive benefits of equality and diversity in the way they carry out their duties and responsibilities
4. To instil, promote and maintain a health and safety environment with all levels of management, employees and people who use our services as directed by legislation and County Council Policies
5. To work flexibly within staff teams and provide cover for the full range of care and support duties as required.
6. To cover for the Manager as required

Accountabilities/Responsibilities – appropriate for this post:

- 1.To develop support plans with individuals using a range of person centred approaches within the agreed budget. To ensure that each person has the opportunity to make key decisions about their life and the support they receive. This plan must then be delivered, monitored and reviewed to ensure that identified personal outcomes are achieved.
- 2.To liaise with and involve families and carers in service planning and developments.
3. To work directly with individuals who use the service and staff teams and to contribute to the overall management of resources including:
 - a) recruitment, selection and retention
 - b) induction
 - c) deployment and organisation of staff rotas in accordance with agreed budget
 - d) management and monitoring of performance including the application of attendance, capability and disciplinary procedures
 - e) supervision and appraisals
 - f) workforce development and training including delivery and assessment
 - g) leadership and direction to staff teams to create a positive team culture

h) development of good communication within the team

4. To liaise with and work in partnership with a range of other professionals and services including those from within the Directorate and the wider County Council, Health, independent and voluntary sector and the local community:

- a) developing integration and inclusion opportunities within local communities
- b) further developing the requirements of the personalisation agenda

5. To contribute to the development and delivery of services in line with local and national statutory requirements through the implementation of policies and procedures which include:

- a) Business Planning Framework
- b) Valuing People
- c) Preferred Provider, Customer Service Excellence & Investors in People
- d) Safeguarding Adults
- e) Care Quality Commission Regulations and standards

6. To also undertake a range of administrative duties including:

- a) record keeping
- b) accident reporting and subsequent investigation
- c) administration of medication
- d) risk assessments and management strategies
- e) financial monitoring and expenditure control
- f) building security
- g) housing related management of tenancies (Applicable for Domiciliary Services)

Additional supporting information – specific to this post.

To take part in a stand-by rota for Domiciliary and / or Short Breaks Services within a specified area providing On Call cover.

Requirement to use ICT equipment and software as required in the workplace

Display the LCC values and behaviours at all times and actively promote them in others

Prepared by:	Mary Lawrenson	Date:	August 2011
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The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

Equal opportunities

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

Health and safety

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

Safeguarding Commitment

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

Customer Focus

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Skills Pledge

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

Lancashire County Council

Person specification		
Post title: Team Manager	Grade: Grade 7	
Directorate: Adult & Community Services	Post number:	
Establishment or team: Lancashire Adult Disability Services		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications		
NVQ 3 Health & Social Care	E	AF/I
NVQ Assessors Award	D	AF/I
Management Qualification	D	AF/I
NVQ4 Health and Social care	D	AF/I
Experience		
Experience of supporting adults with Disabilities	E	AF/I
Experience of delivering Person Centred Approaches	E	AF/I
Experience of working with a range of stakeholders	E	AF/I
Experience of supervising others	D	AF/I
Expereince of Recruitment and Selection panels	D	AF/I
Experience of working within teams	D	AF/I
Knowledge and skills		
Knowledge of legislation and guidance relevant to adult social care service but with specific relevance to people with Disabilities	E	AF/
Knowledge of Policies and Procedures in relation to HR issues	E	AF/IF/I
Knowledge of supporting people who use services and their carers to become involved in the planning and development of services	E	AF/I
Knowledge of the local community and resources	E	AF/I
Knowledge of the diverse cultures and religions of the local communities within Lancashire and ability to work across cultures	E	AF/I
Knowledge of Advocacy and how to involve people	E	AF/I
Knowledge of the factors involved in developing effective teamwork	E	AF/I
Ability to set objectives and targets to achieve desired outcomes	E	AF/I
Ability to meet deadlines and work to timescales	E	AF/I
Ability to lead, motivate, supervise and develop staff	E	AF/I
Ability to act on own initiative	E	AF/I
Ability to relate to a wide range of people including those who use services, their carers and partner agencies	E	AF/I
To have good communication skills both written and verbal	E	AF/I
To have good organisational skills	E	AF/I
Ability to travel around the district	E	AF/I
Ability to work flexible hours on occasions to meet the requirements of the post	E	
Ability to manage finances	E	AF/I
Ability to organise staff rotas	E	AF/I

Other (including special requirements) 1. Commitment to equality and diversity 2. Commitment to health and safety 3. Commitment to the Employee/Management Competencies 4. Commitment to shiftwork over 7 days and sleep - in duties as required for cover (Domiciliary and Short Break Services only) 5. Display the LCC values and behaviours at all times and actively promote them in others 6.	E E E E E	I I I I
*This is an essential car user post. However in certain circumstances consideration may be given to applicants who as a consequence of disability are unable to drive.		

Date: August
2011

Note: We will always consider your references before confirming a job offer in writing.