

Job Description and Person Specification



Job Description

Job Title	Operational Support Team Leader
Grade	4
Service	Children's Services
Reports to	Operational Support Manager/ Professional Support Manager
Location	City Wide
Job Evaluation Code	X9080L



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

Responsible for overseeing the provision of, and undertaking, high quality focused support to services, teams and individuals within Children's Services.

Provide team management, including performance management and development of staff.

To support Improvement and Ofsted priorities in Children's Services, whilst continuously working to the common objective of making a difference to improve the lives of Children, Families and Young People.

Main Duties & Key Accountabilities

Core Knowledge

- Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues
- Interrogate relevant information management and performance management systems to support the delivery of the Children's Services Performance Management Framework within teams.
- Support managers with performance management to ensure compliance with timescales and statutory requirements (e.g. Assessments, visits and plans)
- Maintain up to date and detailed knowledge of the Children's Information Management System, undertaking training and advising others on best practice within the system as appropriate.
- Provide leadership to colleagues promoting a culture where Children are at the heart of everything we do.
- Maintain computerised and manual filing systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision / analysis of information and reports as required.
- Maintain an up-to-date knowledge of corporate and service specific systems and standards and pass on information to other team members
- Handle correspondence on behalf of others, and undertake detailed minute taking

- Maintain an up-to-date knowledge of corporate and service specific systems and standards, to ensure consistency in administration, including sharing information with others within the service
- Maintain and/or develop working knowledge of IT systems and workflow processes within Children's Services; including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change
- Liaise with Services in relation to duties required for support
- Detailed Knowledge and understanding of the sensitivities relating to vulnerable Children and Families and implications of accessing and dealing with sensitive and personal information on a daily basis, ensuring personal and team data protection training is kept up to date
- Maintain a detailed understanding of Children's Services priorities and how they relate to individual areas of work.
- Oversee the work of the administrative/clerical team making decisions about priorities in relation to the deployment of resources against work allocation; including making sure that quality standards are introduced and maintained; including deputising in absence of the Operational Support manager or Professional Support Manager
- Ensure monthly one to ones and Appraisals are undertaken, including clear objective setting and individual development to support a variety of services in order to provide a resilient service
- Explain and document procedures for use of colleagues and team members
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
Health	MASH Partners
Education	Area Social Worker Teams
Police	Early Help Colleagues
Probation	Social Work Academy
Housing	Youth Justice Service
Other Local Authorities	Looked After, Permanence and Through Care Teams
Charities including third sector agencies	Fostering, Commissioning and Placements
	Safeguarding Partnership
	Human Resources
	Finance Colleagues
	Customer Services Colleagues

	LADO Adults Services
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

Operational Support Officers

Operational Support
Assistants

Person specification

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Knowledge	
Knowledge of the services provided by Local Government and Children's Services	
Good knowledge of IT packages to undertake word processing and produce high quality of documents including presentations	
Basic knowledge of Health and Safety in the workplace and of risk assessments	
Good knowledge of Data Protection guidelines	
Good knowledge of equal opportunities issues in the workplace	
Knowledge of a range of office systems and procedures	
Understanding of good customer care	
Good knowledge of information management systems, in particular Liquid Logic or equivalent systems.	
Skills and Abilities	
Excellent organisational skills to be able to organise and prioritise workload within the team	
Communication skills to be able to establish effective working relationships within the team and with customers	
Able to deal with conflict in a team and find a resolution	
Ability to give guidance to team members and offer clear expectations in relation to systems and procedures	
Ability to deal with confidential information appropriately	
Ability to analyse and evaluate information	
Ability to record and interpret information accurately	
Experience	
Supervision of a small team	
Identifying training needs and assessing performance	
Of a range of office systems both computerised and manual and administrative work	

Of producing a range of high-quality word-processed documents and presentations
Experience of dealing with complicated enquiries from a wide range of people in order to resolve problems
Of handling confidential information
Qualifications
Good standard of numeracy and literacy
Formal IT qualification e.g. RSA, Clait, NVQ, ECDL or equivalent work-based experience
Special Requirements
<ul style="list-style-type: none"> • Willingness to undertake further training and develop knowledge and skills • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. • A Standard DBS check will be undertaken as part of the pre-employment checks for this post.

Date Created	November 2018	Date Reviewed	November 2022
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