

Job Description and Person Specification

Team Manager

Job Details	
Grade	10
Service	Multi Agency Safeguarding Hub -MASH
Location	ONE Friargate, Coventry, CV1 2GN
Job Evaluation Code	

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>As a member of a service management team, to take responsibility for the management and delivery of an effective and efficient service for children, young people, their families and vulnerable adults. To assist the Operational Lead with the delivery of a safe service, through case work and decision-making oversight and providing professional supervision.</p>

Key Responsibilities and Accountabilities
Work with the Operational Lead to establish and maintain operational policy for the service area.
Support the Operational Lead in the sound financial management of the service ensuring budgets are carefully managed and resources are fully maximised.
Manage staff in the team to include recruitment & selection; induction & probation; workload allocation; appraisal & identification of training needs and disciplinary or grievance matters
Provide supervision to staff in the performance of their duties in accordance with the directorate's supervision policies and associated guidance. This will include the active auditing and monitoring of case files and electronic records recording.
To ensure maintenance of up-to-date records of cases using management information systems in accordance with departmental policies and procedures
To establish, sound working relationships with partner agencies, council departments and independent sector groups and providers. Promoting effective joint and inter-disciplinary working partnership arrangements, with statutory and independent organisations and proactively resolving any disputes as appropriate.
To utilise the resources available to provide a flexible range of responses, support and services, which are sensitive to the needs of individual children and their families, in partnership with other council services, external agencies and service providers
To performance manage the team to ensure the service achieves its objectives
In line with the appropriate delegated authority advise on and, where necessary, take action (including legal processes) to protect vulnerable service users and attend court on behalf of the Council, as appropriate.
Investigate complaints, disciplinary and grievance matters and contribute towards positive industrial relations, advising the Operational Lead of issues in these areas as they arise
To contribute to effective business planning, strategic & operational policies or plans and to robust performance management, to support the drive to continuous improvement, collaborating with the Operational Lead to ensure that performance management is built into the delivery of services and the collection, analysis and reporting of performance information.
Deputise for the Operational Lead and cover for other Team Managers as requested when appropriate
To maintain own personal and professional training and development to meet the challenging demands of the job.
The post holder should work flexibly outside office hours including working evenings and weekends to meet the needs of families

Key Relationships			
External:	Residents	Internal:	All service area in Childrens Services
	West Midlands Police		Human Resources
	Probation		LADO
	Education		Adult services
	Health		
	Housing		
	Charities including third sector agencies		
	Other Local Authorities		

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • 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. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
<p>Senior Practitioner</p> <p>Advanced Social Worker</p> <p>Social Worker</p> <p>Children & Families Worker</p> <p>CAF Coordinator</p> <p>Domestic Violence Support Officer</p>

Person Specification	
Requirements	
Knowledge	Relevant legislation, regulatory frameworks, national and local initiatives, policy and guidance in relation to Children and Families and Young People, including those in need of safeguarding and looked after.
Knowledge	Procedures relating to the investigation of grievance and disciplinary matters. Awareness of procedures in relation to personnel, financial, budgetary and other support functions
Knowledge	Knowledge of the principles of sound financial management and budgetary processes and controls.
Knowledge	Comprehensive understanding of the range of service users' needs and the range of service provision to meet need.
Skills And Ability	Skilled in managing a team's workload, including the establishment of initial referral taking, assessment, allocation and workload management systems in line with departmental and policy priorities.
Skills And Ability	Skilled in working with service users to identify need and arrange services to meet need. Able to anticipate and respond appropriately to situations of conflict and resolve disputes.
Skills And Ability	Effective communication skills, ie. face-to-face, using the telephone, and writing complex letters, reports and records. Working under pressure, meeting deadlines and dealing with interruptions.
Skills And Ability	Able to work to service standards and set objectives, monitor performance against relevant indicators and demonstrate a commitment to quality in service provision
Skills And Ability	Able to contribute towards the development of services in Coventry. Able to manage change positively and constructively
Experience	Significant experience in working with children and families in a statutory children's services setting and demonstrable experience of decision making on case work.
Experience	Experience of working across organisational and managerial boundaries to achieve improved outcomes for children, young people and their families.
Experience	Demonstrable experience of being able to lead, manage, motivate and support staff. Demonstrable experience of being able to lead, manage, motivate and support staff.
Qualification	Dip SW, CSS or CQSW, or a CCETSW validated equivalent from another country and registered with Social Work England

Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input checked="" type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Sherrie McMahon		
Job Title:	Operational Lead -Responsive Services	Date:	May 2025