



Coventry City Council

Job Description

Job Title:	Operational Support Team Leader	Job Number:	X9080L
Directorate:	People	Post Number:	
Service:	Children's Services	Grade:	Grade 4
Location:	City Wide		

Job Purpose:

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 and Responsibilities:

Service Support

1. 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
2. Interrogate relevant information management and performance management systems to support the delivery of the Children's Services Performance Management Framework within teams.
3. Support managers with [performance management to ensure compliance with timescales and statutory requirements \(e.g. Assessments, visits and plans\)](#)
4. 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.
5. Provide leadership to colleagues promoting a culture where Children are at the heart of everything we do.
6. 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.
7. Maintain an up to date knowledge of corporate and service specific systems and standards and pass on information to other team members

8. Handle correspondence on behalf of others, and undertake detailed minute taking
9. 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
10. 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.
11. Liaise with Services in relation to duties required for support
12. 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.
13. Maintain a detailed understanding of Children's Services priorities and how they relate to individual areas of work.
- 14.

People Management

15. 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
16. 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
17. Explain and document procedures for use of colleagues and team members
18. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

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

Responsible for: Operational Support Officers, Operational Support Assistants, Apprentices, as required

Responsible to: Operational Support Manager or Professional Support Manager

Date Reviewed: November 2018

Updated: January 2020



Coventry City Council

Person Specification

Job Title:	Operational Support Team Leader	Job Number:	X9080L
Directorate:	People	Post Number:	
Service:	Children's Services	Grade:	Grade 4
Location:	City Wide		

Area	Description
------	-------------

Knowledge:	<ul style="list-style-type: none"> • Knowledge of the services provided by Local Government and Children's Services
	<ul style="list-style-type: none"> • Good knowledge of IT packages to undertake word processing and produce high quality of documents including presentations
	<ul style="list-style-type: none"> • Basic knowledge of Health and Safety in the workplace and of risk assessments
	<ul style="list-style-type: none"> • Good knowledge of Data Protection guidelines
	<ul style="list-style-type: none"> • Good knowledge of equal opportunities issues in the workplace
	<ul style="list-style-type: none"> • Knowledge of a range of office systems and procedures
	<ul style="list-style-type: none"> • Understanding of good customer care
	<ul style="list-style-type: none"> • Good knowledge of information management systems, in particular Liquid Logic or equivalent systems.

Skills and Abilities:	<ul style="list-style-type: none"> • Excellent organisational skills to be able to organise and prioritise workload within the team
	<ul style="list-style-type: none"> • Communication skills to be able to establish effective working relationships within the team and with customers
	<ul style="list-style-type: none"> • Able to deal with conflict in a team and find a resolution
	<ul style="list-style-type: none"> • Ability to give guidance to team members and offer clear explanations in relation to systems and procedures
	<ul style="list-style-type: none"> • Ability to deal with confidential information appropriately
	<ul style="list-style-type: none"> • Ability to analyse and evaluate information
	<ul style="list-style-type: none"> • Ability to record and interpret information accurately

Experience:	<ul style="list-style-type: none"> • Supervision of a small team
	<ul style="list-style-type: none"> • Identifying training needs and assessing performance.
	<ul style="list-style-type: none"> • Of a range of office systems both computerised and manual and administrative work
	<ul style="list-style-type: none"> • Of producing a range of high quality word processed documents and presentations

	<ul style="list-style-type: none"> • Experience of dealing with complicated enquiries from a wide range of people in order to resolve problems • Of handling confidential information
Educational:	<ul style="list-style-type: none"> • 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 Reviewed: November 2018

Updated: January 2020