



Coventry City Council

Job Description

Job Title:	Team Manager	Job Number:	P1029D
Directorate:	Revenues and Benefits	Post Number:	Various
Service:	Benefits	Grade:	G6
Location:	Friargate		

Job Purpose:

To manage and coordinate the activities of the team and the office, in accordance with the requirements, procedures and policies of the service

Main Duties and Responsibilities:

- Manage, inspire and motivate all members of the team and actively promote a culture which is positive, forward looking, results orientated and customer focussed.
- Contribute to the operational and service plans and work as a management group to organise the work of the Service.
- Deputise for the Senior Operational Manager at Management Team meetings, Cabinet and or Scrutiny Board. Deal directly with enquiries from Members, the Director of Place, and MPs.
- Directly manage a team of staff. Identify individual and team objectives in line with the Service plan.
- Manage and implement performance management reviews on a regular basis. Identify training and development needs and support individuals in accessing appropriate training. Provide an annual Performance Appraisal for all staff.
- Monitor local performance indicators, Key Performance indicators, Corporate and National Indicators and facilitate maximum achievement by shifting priorities in accordance with daily, weekly, monthly and annual work schedules.
- Maintain an up to date knowledge as required by the Service in order to provide advice, guidance and training to staff as required for the Service.
- Responsible for recruitment and selection including: Writing job descriptions and person specifications, placing advertisements, short listing, interviewing and giving feedback, induction of new staff.
- Investigate computer errors and report genuine incidents to the Support and Control Team. Deal personally with the most complex, sensitive or delicate cases.

- Respond to complaints and appeals received through the corporate complaint process and complete Ombudsman reports in line with corporate complaint procedures. Reply to complex cases and authorise letters sent by staff to sensitive or delicate enquiries.
- Co-ordinating, allocating, monitoring workloads to ensure strong customer focus, performance targets are met and maximum efficiency is achieved and maintained.
- Provide statistical, financial and reports to the Senior Operations Manager.
- Assist with the development and implementation of new technology, legislation and procedures.
- Liaise with partners and stakeholders on procedural and operational levels to ensure the provision of a high quality service to customers.
- Responsible for: The general health, safety and welfare of the workforce and customers, acting as Roll Call Officer in the event of having to evacuate the office, promoting health at work.
- Conducting, chairing and minute taking at Management and Team meetings.
- Manage all aspects of office based and outreach working with reference to health and safety, performance management, risk assessments and staff welfare.
- Oversee and monitor the development of the service and, where applicable, the advertising strategy.
- 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 Equality, Diversity and Inclusion Policy.

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

Responsible for: Team Members – as identified in the Service structure.

Responsible to: Senior Team Manager

Date Reviewed: July 2020

Updated: February 2019



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• An in depth working knowledge of the Service, relevant legislation, and related providers.
	<ul style="list-style-type: none">• Knowledge of the authorities' associated strategies relevant to the Service
	<ul style="list-style-type: none">• Working knowledge of National and Key Performance Indicators relating to the service
	<ul style="list-style-type: none">• Knowledge of equal opportunities, diversity and inclusion.

Skills and Abilities:	<ul style="list-style-type: none">• Well-developed management skills, to manage team.
	<ul style="list-style-type: none">• Self-management skills, to enable workload organisation, prioritisation and implementation, with minimum supervision
	<ul style="list-style-type: none">• Team building and motivational skills.
	<ul style="list-style-type: none">• Ability to provide and monitor training and develop programs for the needs of the section, co-ordinating the continual development of the team.
	<ul style="list-style-type: none">• Ability to organise the work of the team and set targets.
	<ul style="list-style-type: none">• Ability to monitor and check the work of the team.
	<ul style="list-style-type: none">• Well-developed communication skills to liaise with customers and their representatives and all internal and external organisations, both verbally and in writing.
	<ul style="list-style-type: none">• Ability to maintain appropriate statistics relating to the work of the Section and to ensure accurate completion of statistical and other returns which have been made.
	<ul style="list-style-type: none">• Written skills and the ability to write complex reports and letters in a clear and concise manner
	<ul style="list-style-type: none">• Ability to deal effectively with a wide range of issues, at times under pressure, i.e. conflicting priorities, deadlines.
	<ul style="list-style-type: none">• Ability to analyse the implications of the introduction of new policies and contribute towards the strategic planning of the Section
	<ul style="list-style-type: none">• Able to demonstrate the ability to adhere to, and promote, the City Council's Equality, Diversity and Inclusion Policy.



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Experience:	<ul style="list-style-type: none"> • Experience of working for a voluntary organisation or statutory agency providing services to the public
	<ul style="list-style-type: none"> • Alternatively, demonstrate other relevant experience presenting opportunities to demonstrate and develop skills and knowledge of a similar level and range.
	<ul style="list-style-type: none"> • Proven experience of managing staff.
	<ul style="list-style-type: none"> • Experience of dealing effectively with customers and their representatives

Educational:	<ul style="list-style-type: none"> • Good standard of education particularly with numeracy and literacy skills
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Special Requirements:	<ul style="list-style-type: none"> • Registration to the Department for Works and Pensions (DWP) Employee Authentication System (if required). This will involve the completion of a character Declaration and confidentiality agreement. • A declaration of interest form will be required to be completed annually. • A successful Basic Disclosure from Disclosure Scotland (DBS) check will be required.
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