



Job description	
Job Title	Team Manager
Grade	L
Directorate	Adult Social Care
Section/team	Adult Provider Services
Accountable to	Operations Manager(s)
Responsible for	Assistant Team Managers
Date reviewed	Feb 2022

Purpose of the Job

Working as part of the operational management team, Team Managers are responsible for the day-to-day operational delivery of any designated team(s) within Adult Provider Services (APS), this may include: Day Service Provision, Respite and Supported Living.

Team Managers ensure that high quality, safe, person centred and regulatory compliant care, is delivered at all times, and that it meets the assessed needs of service users; utilising all resources within agreed systems, plans and structures.

Duties and Responsibilities

This is not an exhaustive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

Resource Management

1. To ensure appropriate and flexible allocation / deployment of staffing resources and take overall responsibility for the preparation and implementation of staff rotas and work planning systems to ensure that appropriate staffing levels are available at all times.



2. To manage the safe and effective use of buildings, transport resources and information technology.
3. To manage resources flexibly and work with management colleagues to ensure these are utilised across APS in accordance with need and demand for services.

Financial Management

1. To take specified responsibilities for the management of financial resources in an efficient and effective manner and in line all relevant Council processes and procedures and financial regulations.
2. To oversee operational financial systems including petty cash, timesheets etc, ensuring consistent application and management within operational services.

Performance Management

1. To deputise for the Operations Manager as required.
2. Supervise, monitor and support Assistant Team Managers and wider teams, ensuring that support and supervision levels are effectively managed and delivered.
3. To ensure that systems relating to the assessment of service user needs, the implementation of plans to meet those needs, and the review of progress, are effective and in line with agreed procedures.
4. To undertake specified responsibilities in connection with the management of the human resources of the service in line with operational, financial, legal and regulatory requirements and departmental policies and procedures e.g. supervision, team meetings, sickness absence management, welfare visits, recruitment and selection.
5. To take responsibility for the operational implementation of agreed development and transformation plans within designated areas.
6. To understand the training needs of the workforce and any gaps, working with others to develop and implement plans to address these.
7. To implement other procedures as instructed/ required e.g. disciplinary, grievance and complaints procedures.



8. To implement departmental policies in relation to supervision and performance.
9. To provide ongoing support to the Registered Manager in their role and this includes in the everyday management of systems and practice which supports regulated activity and inspection of services. Take the role of Registered Manager where circumstances require this.
10. To act as operational lead in a nominated area when required e.g. autism, complex care etc.
11. To maintain and supply statistical/ management information, as necessary and meet requirements and deadlines in connection with the quality standards and performance indicators that apply to the service.
12. To contribute to reports as required.
13. To participate in the on-call management rota to provide out of hours support for APS services.

Service Development

1. To contribute to the development of the service through effective communication and partnership with all relevant stakeholders including colleagues within the Council, health partners, housing and leisure and the voluntary sector.
2. To contribute to the business planning process including the production and implementation of business plans.
3. To contribute to transformation and the management of change.
4. To oversee and implement agreed operational changes in service areas and work productively and positively with teams to embed these.

Communication/ Working in Partnership

1. To promote the values and principles of the Council and actively seek to involve services users, carers, advocates and staff in the establishment of quality assured and person-centred services.



2. To work in partnership with others both inside and outside of the Council.
3. To positively lead, communicate with and develop staff teams for the delivery of high-quality services.
4. To actively participate in meetings and training as required.

Health and safety

1. To ensure compliant and consistent working practices within designated areas, which meet the Council's Health and Safety policies and procedures and take action where there is evidence that there are gaps or non-compliance; working alongside Health and Safety colleagues.
2. To ensure the effective management of risk and suitable plans in place, maintaining full oversight of these within designated areas.
3. To use equipment as instructed and trained and ensure that there are systems to train the workforce and monitor this across services.

Data Protection and Information Security

1. Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy
2. Protect the council's information assets from unauthorised access, disclosure, modification, destruction, or interference.
3. Report actual or potential security incidents.
4. Maintain all relevant records for designated parts of APS ensure that the management of these meets with all require Data Protection and Information Security requirements.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss this with you, during your My Time and My Time Extra meetings.



- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.