# Job description

**Job Title:** Team Manager

**Location:** Observatory House

**Responsible To:** Head of Service

**Salary:** Level 9 £60,267 - £62,405 (including local weighting and market supplement)

If you’re looking for a challenging yet rewarding role, one where you’ll be supported every step of the way, Slough Children First could be the place for you.

Our latest focused Ofsted inspection visit was a positive demonstration of the progress we have made over the years and the improved service we offer children, young people and families in Slough. We don’t want to stop there. We know there are further improvements to be made which is why we’re looking to recruit the best people to help us achieve them.

We are now on the next stage of our improvement journey, and we are building and developing a transformation programme to assist us to ensure consistent quality practice and interventions for our children. You will be part of a small team which will implement our Improvement Plan and achieve a measurable impact on the quality of our service.

Are you passionate about making a positive and lasting difference to children and young people? If you like to think outside the box and work in an agile way, then these are the qualities that make Slough Children First an employer of choice.

If you’re looking for a new challenge and want to be part of an exciting time for children’s services in Slough then come and join us.

Slough is one of the most diverse places in the country outside of London and a great place to live or work. In fact it's the best place to live or work according to a survey by Glassdoor. Pleasant environments, above average salaries and a lower cost of living, mean an increased quality of life for employees. We're also one of the most accessible places to be, nestled on the corner of the M25, M4 and M40, and less than 20 minutes by train to Central London.

To apply for this role, visit: www.sloughchildrenfirst.co.uk/application

# Purpose

Lead, manage and be accountable for a team of Assistant Team Managers, Senior Social Workers, Social Workers and other professionals in the delivery of statutory and legislative duties and requirements.

Lead the team to safeguard and promote the welfare of vulnerable children and young people in Slough whilst effectively managing risk.

Ensure the key performance targets as they apply to the team, the service and Slough Children First are met.

Carry out this role in a collaborative manner that promotes equality of opportunity and joint working with other teams across Slough Children First and partners, while challenging and supporting the team to ensure timely and suitable outcomes for child, young people and their families.

Take a leading role in promoting, delivering and embracing Slough Children First’s values– *Child focussed, Honest and respectful, Improving constantly, Looking ahead and Delivering together –* to your team and peersto help deliver our vision of making our children safe, secure and successful.

Ensure that all multi disciplinary resources are available to ensure that the quality of practice with children, young people and families is of a consistently high quality, is cost effective and quality service standards are met, taking remedial action where this is not the case.

# Main Accountabilities

* As a member of Slough Children First’s management team, lead the team providing appropriate support and challenge to ensure the delivery of high quality services, accurate and timely case file records and the effective use of resources to statutory and legislative requirements
* To oversee the distribution of caseloads to ensure that the child or young person’s needs are met appropriately.
* Make clear decisions around threshold for cases that are part of legal planning meetings, strategy decisions, ensuring at each point risk is evaluated and decisions are recorded on the case file. This is not limited to but to include:
	+ Chair strategy meetings, making decisions about whether S47’s are undertaken and signs off S47 reports
	+ Quality assure and sign off all reviews, reports and assessments
	+ Quality assure and signs off court reports
	+ Quality assure and agree care plans
	+ Sign off key decision making points with quality assurance undertaken and the provision of regular management oversight on case files
* Carry out regular quality assurance activities including observations, case reviews, team and peer moderated audits that collaboratively involve social work staff to support their professional development, improve the consistency of practice and seek the views of families.
* Use all available performance information and audit outcomes to efficiently manage their team, translating this information in a meaningful way so that all members of the team understand what it is saying and what they need to do.
* Attend Head of Service Performance clinics with a clear narrative for performance in their team and actions to be undertaken to address areas for development.
* Present to Heads of Service on legal matters
* Create, implement and monitor a team plan which links to service and strategic objectives with the overall aim to improve performance.
* Responsible for the regular and effective appraisal of staff performance through Slough Children First’s appraisal process in order to provide clear direction and challenge to prevent drift and delay.
* Responsible for tackling under-performance and performance issues, sickness absence, conduct and grievances as required both informally and formally and within Slough Children First’s policy frameworks.
* Directly supervises the Assistant Team Managers and Senior Social Workers in the team as per Slough Children First supervision policy.
* As part of Quality Assurance activities, ensure that there is effective direct work undertaken with all children and young people with the voice of the child clearly recorded on case files.
* Support all members of the team to actively seek the views of children and families to inform practice in individual cases and uses this feedback to shape the team, its learning and feed into the overall strategic direction of Slough Children First.
* Leads team meetings to a high standard, ensuring that service and corporate messages are cascaded to the team in a timely way and supporting effective two way communications back up to managers from the team.
* Ensure that all members of the team have the capacity to attend training to support their ongoing professional development and enable continuous improvements in practice
* Assist and encourage the professional development of the Assistant Team Manager, providing them with opportunities to grow and develop to become Team Managers.
* Maintain own professional development through training and other suitable mechanisms and keep up to date with changes in national, regional and local policy initiatives that will impact on the delivery of services and respond accordingly.
* Supports the Assistant Team Manager to make effective day to day use of all available professional resources, addressing barriers and issues across Slough Children First and with partners where required through the development and maintenance of professional links with partner agencies and the voluntary sector, whilst supporting the links of the Assistant Team Manager.
* Manage the complaints relating to your team effectively and to a high standard in line with Slough Children First’s complaints procedure ensuring they are dealt with promptly and feedback/learning from complaints is delivered back to the team.
* Ensure the effective deployment, monitoring and management of delegated budgets, approving individual case expenditure as authorised up to the value of £1000 whilst maintaining an awareness of the implications of decision on Slough Children First budgets
* Represent Slough Children First’s values, leading by example in the delivery of these and setting a positive culture within your team, service and Slough Children First; challenge behaviour when it is not aligned with our values and take appropriate action; support a professional in a respectful and child-focussed environment which supports Slough Children First’s vision.
* Ensure all interventions are conducted within an anti-discriminatory framework, and take into account issues such as race, gender, sexuality, disability etc, and deliver appropriate services to the diverse communities of Slough.
* Deputise for the Head of Service, undertake projects and other additional duties, as required. To undertake work outside office hours as necessary.

# Person specification

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| **Education, Training & Experience** | **Essential / Desirable** |
| Professional Social Work Degree or equivalent | **E** |
| Post graduate qualification or equivalent, or the willingness to work towards | **D** |
| Demonstrable working knowledge of the legislative framework and relevant guidance and procedures as appropriate to the post. | **E** |
| Experience of managing a team of qualified and unqualified social workers | **E** |
| Social Work England Registered | **E** |
| **General & Specific Knowledge** |  |
| Substantial experience of working at management level, involved in delivering services to children and in assessment of needs, case planning and/or case management. | **E** |
| Ability to analyse risk relating to child protection and to plan appropriate interventions. | **E** |
| Demonstrable experience of co-ordinating and managing the work of a team, balancing needs and resources to achieve a high quality service. | **E** |
| Proven experience in conducting appraisals/supervision that are reflective and strive towards the successful achievement of department/business objectives | **E** |
| Experience of successfully using performance management information to adhere to statutory timescales and effectively run the team | **E** |
| Experience of managing budgets | **E** |
| Acceptance and commitment to the principles of human rights and equality and how they underpin practice | **E** |
| Is skilled in the understanding and application of the statutory framework underpinning social work  | **E** |
| Specialist knowledge of one or more key issues affecting children and their families. E.g. Domestic Abuse, Mental Health, Radicalisation, Neglect, Contexual Safeguarding | **E** |
| Knowledge and demonstrable experience of the application of systemic interventions and methodologies on social work practice | **E** |
| Computer literate with knowledge of Microsoft Office packages  | **E** |
| Significant experience in the use of electronic case management systems to effectively manage cases to a successful resolution. | **E** |
| Current UK driving license and access to a vehicle | **D** |

# Our Values

## Child-focussed

Committed to outcomes for children and their families which ensure they are safe, secure and successful; putting the voice of the child at the heart of everything we do and delivering customer driven services, in collaboration with our colleagues and partners; working to improve lives and ensure effective safeguarding; offering the right support needed; working efficiently, so resources can be maximised for our children, young people and families; ensuring clear and appropriate communication.

## Honest and respectful

Being honest and respectful, as part of an inclusive culture where our communication is always professional; where everyone counts and knowledge of families and individuals, including cultural identity, along with their feedback and opinions are respected and recognised; a working environment where disrespectful and unprofessional behaviour is challenged; transparency and accountability in all decision-making.

## Improving constantly

Aspiring to achieve our vision through our everyday work, strong leadership and management; working to develop as an organisation and as individuals; a learning culture which reviews best practice, learns from mistakes and ensures customers have suitable opportunities to feed back and uses all available insight to measure progress and implement change; working flexibly to deliver the best value-for-money services.

## Looking ahead

Moving in the same direction with an ambition to provide excellent services, based on insight and smart working, while keeping the voice of the child at the heart of the organisation; benchmarking, horizon-scanning and anticipating challenges; working to identify opportunities to be cost-effective and future proof our organisation; identifying challenges and working towards solutions.

## Delivering together

Working as one organisation through solid teamwork to deliver the best services for children and young people; taking ownership and responsibility to ensure individuals, teams and the wider organisation delivers on aims; building strong relationships with all our customers to secure the best outcomes to make our children safe, secure and successful; connecting with other teams and partners to enhance services and improve efficiency.

# What our existing team love about Slough Children First

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“This is an exciting place to work. We continue to learn and grow and our accessible senior management team massively helps this process.”

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“It feels like ‘home’ - support, supervision, access to training and career progression are second to none.”

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“I continue to be excited about our improvement plans and working for an organisation where good outcomes for children are our focus.”

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“The innovative changes taking place in Slough are redefining and redesigning the services offered to children and young people.”

# Why we think you’ll love working for us

Slough Children First is an exciting place to be. We’re on a journey to improve services to vulnerable children and their families in Slough and we’re making great progress. We want to be the best and we’re looking for people with the skills, drive, energy and ambition to help us get there!

Here are some of the reasons our existing staff love working here:

* Market supplement of up to £5,600 for frontline social workers, depending on role
* Retention reward of £1,000 after 18 months for frontline social workers
* Relocation packages
* Manageable caseloads
* Clear career pathways
* Excellent training and development opportunities
* Tusker personal car lease scheme
* Access to the Blue Light card offering discounts at hundreds of high street and online stores
* New social work operating model
* Use of electric pool cars and bikes
* Staff recognition
* Flexible working
* Agile working supported by technology
* Friendly working environment and great colleagues
* Less than 20 minutes by train to Central London
* Terrific central location (close to M4, M40 and M25)

On top of all that, Slough is one of the most diverse places in the country outside of London and a great place to live or work. In fact it’s the best place to live or work according to a survey by Glassdoor. Pleasant environments, above average salaries and a lower cost of living, mean an increased quality of life for employees.

If you’re looking for a new challenge and want to be part of an exciting journey to turn children’s services around in Slough then come and join us.

# Safeguarding

Slough Children First works within the statutory guidance, Working Together to Safeguard Children 2018, and all our policies and procedures can be viewed at:

https://www.proceduresonline.com/berks/slough/index.html

Sometimes we may need to share information and work in partnership with other agencies, when there are concerns about a child’s welfare. We will ensure that our concerns are discussed with parents/carers first, unless we have reason to believe that such a move would be contrary to the child’s welfare.

The GDPR and Data Protection Act 2018 place greater significance on organisations being transparent and accountable in relation to their use of data. All organisations handling personal data need to have comprehensive and proportionate arrangements for collecting, storing, and sharing information.

The GDPR and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe.

We actively support the Government’s Prevent Agenda to counter radicalism and extremism.

Our Designated Safeguarding Lead is Sandra Davies, Head of Quality Assurance and Safeguarding.