

## Deputy Team Manager – Grade 10

### Job purpose

As a Deputy Team Manager, you will be part of the Social Care and Well Being for Adults Service management team and will be responsible for operational management of a specific area of work. You will be expected to have a key role in delivering a quality service across Wellbeing and Integration. The provision of services by your area will have a strong focus on disability issues and be culturally sensitive.

You will promote a "can-do" culture where service to the individual is key. Staff development is a fundamental aspect of the work and as a Deputy Team Manager, you will work closely with the Team Manager to ensure staff receive a formal induction, supervision and appraisal in line with corporate policy. You will be responsible for the day to day line management of a team of officers. Including arranging training for your team as well as the day to day management of annual leave, attendance management and covering duties. A key role will be to ensure that your team performs to the required standards and that all outcomes are met. You will receive line management support from the Team Manager.

You will have budget management responsibility devolved from your Team Manager and may be asked-to monitor specific areas of cost centre spend.

As part of the management team you will support the continual development of Well Being Services including developing operational and administrative systems, procedures and referral mechanisms. This means you will need to be aware of relevant new technology for the area and be pivotal in introducing this as agreed by the management team. It is expected that you will be involved in projects and complete specific pieces of work where requested to support service developments. It is important that you work with the Team Manager to support continuous service development and to improve service provision.

You will be pivotal in maintaining and developing your team's quality standards, including those around quality and performance/workload management. Performance monitoring is key to ensuring that quality can be demonstrated and that performance indicators are met. when new areas of work arise from legislation, corporate or service direction you will be responsible for interpreting these into operational delivery, developing and ensuring that an ongoing culture of continuous improvement is maintained.

You will be involved in marketing the service including promoting the Gateway approach. The Gateway approach is a new way of working; a range of partners working together to ensure that the public receive the social care support they need when they need it, and in the most appropriate manner. To undertake this effectively you will need to develop a partnership approach with, for example, the voluntary sector and other council departments. In addition, you will have a role in raising the profile of carers and carers' issues to the public, across the council and to partners. It is expected that you will promote integrated working across all stakeholders to develop working relationships to share best practice. You will support the Team Manager to disseminate information and keep the team up to date.

To develop the service, you will manage specific projects as agreed with your Team Manager.

You will have devolved responsibilities for buildings, equipment and health and safety reporting the need for repairs and any need for changes in procedures.

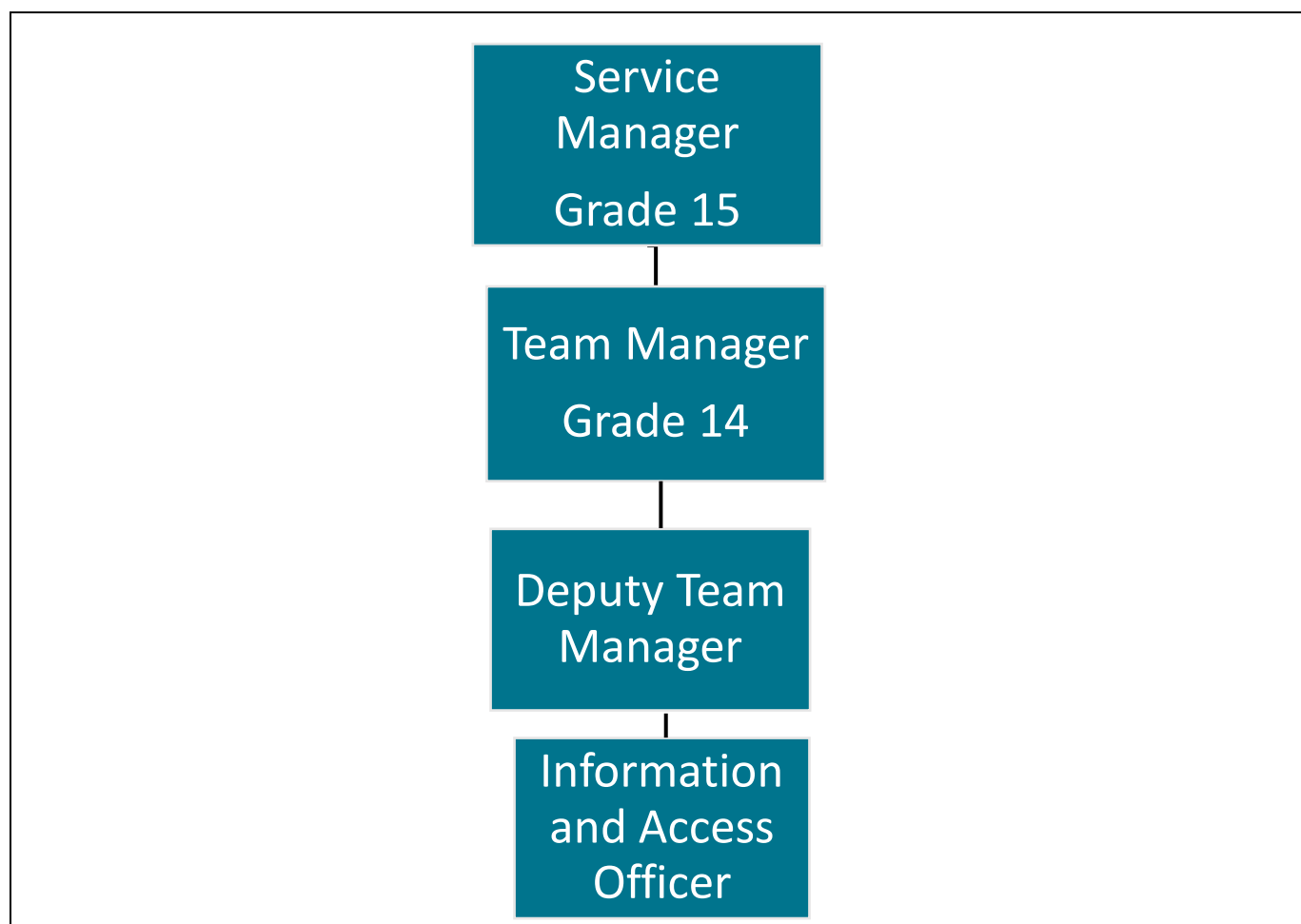
You will be expected to carry out your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, statement of particulars, induction, ongoing performance management and development and through Council communications.

This role is based within Well-Being Services. Find out more about [working for Kirklees](#).

## **Key areas of responsibility**

- Staff are effectively line managed and developed to deliver high quality services.
- Performance targets and standards for the service are monitored, met, and exceeded.
- Customers receive an excellent service measured through high satisfaction levels.
- Customers are sign posted to appropriate social care providers and where appropriate people are supported to find and engage with suitable social care services.
- Integrated working is demonstrated both internal and external to the organisation.
- Service-related training and awareness sessions are developed and delivered.
- Services are delivered effectively and within resource limits.

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Knowledge of legislation and regulations appertaining to service quality and delivery.	Essential
Experience of working in a social care or related environment to provide a working knowledge of social care.	Essential
Experience at a supervisory level and the ability to demonstrate staff supervision, budget and resource management.	Essential
Commitment to further develop management competencies through continuous professional development.	Essential
Understanding of relevant legislation, guidance, government agendas and the implications for service delivery.	Essential
Competent in the use of IT systems.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or	Essential

Knowledge, qualifications, skills and experience	Shortlisting criteria
most of the time. It is essential that you hold a full and valid driving licence, and it is expected that you will either use a council vehicle or your own car.	
Willingness to travel to meetings.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

## For Office Use Only:

Job Category	Adults	Grading ID	Enhanced & Barred
Job ID		Last Updated	01/03/2021
Job Focus	No	Career Progression	No

## Contractual Variants

DBS Category		DBS Type	
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No

DBS Category		DBS Type	
Standby	No	Other	No
Checked by HR			