**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Team Manager |
| **Job Reference** | 20265 |
| **Grade and Salary** | 7 - £48,163 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Adult Social Care  |
| **Location** | Riverside, 4 Canning Road, Lowestoft, Suffolk, NR33 0EQ – Hybrid  |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

This is a key role within the organisation, located within the Adult Social Care (ASC) directorate. The main purpose of this role is to directly manage one or more of the area social work teams and contribute to the effective leadership of the Adult Social Care Services, supporting the Senior management team in delivering good quality services and effective integration between health and social care through collaboration with stakeholders and partners across the system to deliver better outcomes for the people of Suffolk. Managing alongside key partners, System leadership will be a key part of the role, ensuring health and social care systems are joined up and accessible for all our service users.

You will support the Operations and Partnerships Managers, working with Area Directors, County Councillors, the Director of Adult Social Care as well as health leaders and managers to deliver the council’s political and strategic agendas.

You will lead and manage the area social work teams to deliver the highest standards of social care, re-ablement, mental health and therapy services for the people of Suffolk. You will be expected to pro-actively manage demand in the area that your team operates in; working with partners including the voluntary and community sectors to ensure people are supported to remain independent wherever possible.

You will be expected to promote Suffolk County Council’s vision, objectives, and priorities effectively to your staff, our partners, and the public and inspire others by role modelling our organisational values at all times. You will promote a culture of value for money, outcome-based customer focus and continuous improvement.

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| **About the team**  |

You will manage one or more area teams in a particular geographical area of Suffolk, as we progress to the emerging new operating model and locality-based alliances. The area that you work in will have a number of area teams, and will align to the clinical commissioning group footprint. You will support the Senior Management Team, who will be responsible for the operational delivery within it. You will form part of the Integrated Neighbourhood Teams, directly manage and be responsible for frontline staff delivering social work services, occupational therapy, reablement services, adult mental health and learning disability services.

You will work with local Contract and Service Development Teams and managers to understand, develop and share good practice, ensuring frontline teams share information to inform future commissioning models and new ways of working.

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| **What you will be expected to deliver in the role** |

* The creation of a high-performance culture within the area teams that is flexible, innovative, responsive to changing priorities and empowers people to deliver excellence, best value and continuous improvement for the people of Suffolk.
* A clear focus on customer, families, carer and community needs, in the context of demand reduction, ensuring preventative and long-term sustainable solutions which enable people to live long and fulfilling lives by maximising their independence.
* Lead and manage one or more of the area teams, building trust and developing shared priorities with the Operations and Partnership Managers, partners and stakeholders, to ensure the delivery of user-focussed, integrated, locality-based services for vulnerable adults.
* Leadership and management of one or more area teams, ensuring effective operations in planning, programme development, human resources and staff development, and financial oversight. This will incorporate responsibility for all HR processes as well as encouraging the flexibility of ‘Free Me’ and when appropriate ensuring staff in teams are empowered to work across teams and/ or specialisms.
* A collaborative approach that promotes joint working within the Integrated Neighbourhood Teams, Children and Young People Services (CYP), Public Health and Health, working together to convert agreed ambitions into delivery plans, ensuring controls and governance are in place to deliver outcomes.
* Collaborative, integrated outcome-based service delivery that takes account of national performance standards, statutory and local performance plans and ensures the personalisation of social care services for adults is achieved as outlined in Suffolk’s prevention and early intervention policy “Supporting Lives, Connecting Communities”. Ensuring that all statutory services and operational obligations (e.g. Care Act, Mental Health Act and Mental Capacity Act) are fulfilled and delivered to agreed standards and quality frameworks.
* Management of the Area Teams in response to the need to monitor and review service delivery plans and priorities, to ensure delivery and the escalation of risks as appropriate.
* Delivery of savings plans within one or more area team. Ensure compliance with existing controls and governance to track financial performance.
* Develop, motivate and empower staff thus ensuring high standards of staff engagement for your service area.
* An environment which supports staff to embrace and role model organisational ASPIRE values.
* A programme management approach to change within your area to ensure all work is system led, affordable, effective and in line with ASC priorities.
* Highlight opportunities for joint delivery and reduction in service cost with the health and care system. Turning agreed ambitions into delivery plans and complying to the controls and governance that are in place to deliver anticipated outcomes.
* The active and continuous review of local service delivery options, to ensure they meet current and future needs and are the most effective and efficient methods for Suffolk.
* To be accountable for one or more Area Team staffing budgets. In addition to have delegated responsibility for purchasing budgets, contributing to the management of overall finances for the service ensuring that robust budget management is in place throughout the teams with appropriate controls in place to ensure spending profiles are met whilst saving challenges are delivered.
* Provide effective management and inspirational leadership to a multidisciplinary team to ensure effective, evidence-based assessment and support, accessible care, and a culture of continuous quality improvement.
* Operational rigour to all service delivery ensuring agreed standards relating to quality, safety and compliance are achieved. This includes contribution to appropriate business continuity plans for social work services.
* Effective management of the continuing health care process and resources.
* Ensure teams are fully engaged with systems transformation, working effectively with the system transformation team to ensure that all system changes, information, technology and digital are implemented and embedded.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Degree and/or equivalent relevant experience.
2. Evidence of continuous professional development.
3. A relevant professional qualification and/or current and valid registration with Social Work England.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [[WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values)￼](https://www.careers.suffolk.gov.uk/home/about/our-values)Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. A passion for improving the lives of people who access our services.
8. Excellent leadership skills with the ability to create a vision and inspire people in working together to deliver against the vision.
9. Passion for delivering services with an emphasis on responsibility, community and health relationships, quality, professional growth for staff and growth for the people we support.
10. Evidence of harnessing the strengths and talents of team members in order to support them to realise their full potential and achieve area goals.
11. Commitment to the safeguarding and wellbeing of people we support.
12. Self-confidence and perspective to facilitate open and honest relationships with peers and the wider area leadership team and staff in order to discuss and remove barriers to the effective delivery of services.
13. Resilient under pressure and ability to remain positive when challenged.
14. The role will demonstrate the values of the 21st Century Manager.

**Specialist knowledge skills and experience**

1. Extensive working knowledge and extensive experience of social work practice, safeguarding procedures, joint working and assessment.
2. Broad knowledge and understanding of the major issues facing local government and the specific challenges facing Adult and Community Services.
3. Evidence of having successfully engaged in service improvements or redesign, and an understanding of the need for associated cultural change to embed the improvements whilst achieving savings.
4. Evidence of disseminating policy to frontline staff and ensuring the translation of policy into practice.
5. Experience of budget management, monitoring and control of the performance of human, financial and physical resources in a frontline team.
6. Experience of managing staff within a performance framework, ensuring staff provide an excellent service, are responsive to the demands of the role and offer best value and continuous improvement.
7. Thorough understanding of all relevant social care specific legislation including the practical application of relevant legislation and practice guidance.
8. Experience of systems thinking, used to reduce demand and costs whilst creating better systems of work aligned to customer purpose.
9. Ability to manage delegated budgets within the strategic financial allocation efficiently, escalating to Senior Managers as appropriate.
10. Ability to engage with a range of partners and stakeholders to ensure the ongoing development of networks that foster personal and organisational credibility.
11. Experience in community and service user engagement.
12. Knowledge and understanding of the hospital system with particular knowledge of delayed transfer of care and its impact on the wider system.
13. Knowledge and understanding of working with integrated rehabilitation and re-ablement services in house and with partner organisations.
14. Experience of working with partners to ensure effective access to social care assessment and review.
15. Evidence of working with customers and partner organisations to encourage growth in self- directed care including direct payments, self- assessment and independent support brokerage.
16. Ability to provide quality information in a range of formats.
17. Ability to analyse and disseminate research and then learn from results to implement effective change and improving the practice of frontline teams.

**Additional requirements**

1. An enhanced DBS check is required for this role.
2. Frequent travel across the county to attend meetings is required.
3. Non Police Personnel Vetting check may be required depending on location.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.