



Job Description

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| JOB TITLE: | Team Manager |
| POST NUMBER: | 6 |
| SALARY RANGE: | SCP 40 - 42 |
| GRADE: | 4 |
| REPORTS TO: | Area Director |
| DIRECT REPORTS: | (Multi-disciplinary team defined by Area Director) Careers Advisers Client Support Advisers Receptionists/Administrators |
| LOCATION: | Bournemouth, Poole and Dorset |
| LEVEL OF DISCLOSURE: | Enhanced |

Job Purpose

1. To manage and maximise the performance of the staff in the team, providing supervision and support as necessary; to deputise for fellow Team Manager(s) in the event of their absence on other duties, leave or sickness.
2. To take lead responsibility for particular areas of work as directed by the Area Director.
3. To act as the deputy to the Area Director, as directed by them and taking responsibility for decision-making and problem solving within the team/area.

Key Tasks and Responsibilities

- 1 Assist the Area Director in:
 - planning and organising the deployment of staff in the local area
 - the recruitment, induction and training of staff
- 2 To manage and monitor the performance of the team and individual staff against quality standards, performance indicators and targets, as defined by the Business Plan and company policies and procedures. To

report progress to the Area Director, identifying training and development needs of staff as appropriate

- 3 To provide support to staff in accordance with the company Performance support and professional development procedures.
- 4 To problem solve according to Company Policies and Procedures including difficult staff issues in consultation with HR eg Misconduct, Grievances and Incapability
- 5 To ensure that all team members are trained in and adhere to Ansbury health and safety procedures.
- 5 To take responsibility for the effective day-to-day running of Connexions/Ansbury delivery from a range of premises and the provision of the full range of Connexions/Ansbury services.
- 6 To assist the Area Director to identify in the local area the needs and aspirations of young people and the opportunities to satisfy them within the overall objectives of Connexions/Ansbury.
- 7 To manage the register of the NEET, EET and those in targeted groups in accordance with company policy, and local service level agreement.
- 8 On behalf of the Area Director, to maintain effective and responsive communication links with staff at all levels in partner organisations, including opportunity providers, schools, colleges, statutory, voluntary and other helping organisations.
- 9 To assist the Area Director to develop and implement plans for the local delivery of services to defined standards.
- 10 To assist the Area Director in the production of written and statistical reports and other management information to evaluate and monitor delivery, including activity surveys and Insight reports.
- 11 To monitor and be responsible for supervising the accuracy and currency of client records held within storage systems.
- 12 To contribute to the development of the Area's trainee staff and to the assessment of National Vocational Qualifications LDSS together with the further development of qualified staff.
- 13 To promote the Ansbury/Connexions vision, values, strategies and policies in all aspects of work and contracts.

- 14 To co-ordinate and organise the induction of new staff or staff returning following a break and placements for students and trainees allocated to the area
- 15 To work to quality standards in ensuring the delivery of services locally
- 16 To undertake continuous professional development to enhance skills and knowledge and to attend training as directed by the Area Director.
- 17 To monitor and evaluate all applications and reasons for absence including leave, flexi, sickness and training.
- 18 To carry out other duties under the direction of the Area Director in support of the Company's objectives and frontline delivery as the business demands.

Person Specification
Team Manager

| Qualifications and Training | Essential | Desirable |
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| A professional qualification at Level 4 (Advice and Guidance, Social Work, Full time Youth Work award) | √ | |
| NVQ management qualification Level 4 | | √ |
| Hold or be working towards the A1 Assessors Award | | √ |
| Must hold NVQ level 4 in Learning Development and Support Services, DipCG or PA Diploma | √ | |
| Experience | Essential | Desirable |
| A minimum of two years experience post qualification of NVQ level 4 LDSS | √ | |
| Experience of managing and motivating a team and providing supervision | | √ |
| Evidence of the ability to manage and motivate a team and provide supervision | √ | |
| Evidence of building successful relationships with other agencies | √ | |
| Skills, and Knowledge | Essential | Desirable |
| Demonstrate an understanding of and commitment to delivering the vision, values and principles of the Connexions service | √ | |
| Demonstrate excellent communication and interpersonal skills with colleagues and partner representatives at all levels | √ | |
| Demonstrate an understanding of the needs of young people | √ | |
| ICT skills including a working knowledge of spreadsheets, databases and word processing software | √ | |
| Excellent verbal, written and presentation skills | √ | |

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| Effective organisational skills including time management, planning, objective setting and evaluating performance | √ | |
| Demonstrate ability to work to targets and deadlines | √ | |
| Numeracy – demonstrate an understanding of producing and interpreting statistics | √ | |
| Disposition and Motivation | Essential | Desirable |
| Ability to work effectively both within a team and as a Team Manager | √ | |
| Demonstrate a positive and pro-active approach to work | √ | |
| Demonstrate flexibility and responsiveness to change | √ | |
| Commitment to continuous professional development of self and others to maximise skills/experience. | √ | |
| Understanding of and commitment to equal opportunities. | √ | |
| Understanding of and commitment to Ansbury and Company Values | √ | |
| Empathy with other service partners | √ | |
| Job Circumstances | Essential | Desirable |
| Willing to undertake a criminal records bureau check for convictions and cautions (enhanced disclosure)/be registered with ISA. | √ | |
| Willing and available to work outside normal working hours including evenings and weekends | √ | |
| Access to a car and ability to travel to meet the needs of the business. | √ | |
| Willing to undergo training and staff development to maximise skills and experience relevant to the post. | √ | |

Julie Painter 02/06/09