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| **Role Profile:** | Logo, company name  Description automatically generated |
| **Role Title:** | Team Manager |
| **Grade/Salary:** | AS3A £30,425.00 (£16.20 per hour)  |
| **Location of work:** | *Service specific* |
| **Directly responsible to:** | Service Manager *(service area)* |
| **Directly responsible for:** | The leadership and management of all support workers within the designated area of responsibility and a proactive contribution to the development and growth of the service in line with the strategic plans and priorities of Aspire. |
| **Hours of duty:** | 36 hours per week |
| **Primary purpose of the job:** | Providing leadership and performance management to all support workers.Promote, deliver, and monitor the quality of service in line with our purpose, vision, and values. Contribute to the continuous planning process of the service area and the strategic priorities of Aspire. Supporting the development of a positive, coaching, and mentoring culture through the development of high performing teams. |
| **How you will show you have been successful – Year One:** | * Personal

You understand and demonstrate professional management and leadership practice. People working in your service area understand their role and responsibilities, they feel well informed and supported because communication is clear and consistent. They reflect the values of Aspire and can explain how they are personally contributing to its vision through delivering on its plans and priorities. * Progressive

You will be able to show that through collaboration and personal contribution you have challenged assumptions and progressed individual person-centred outcomes. You will implement quality monitoring and improvement plans for your area of responsibility. * Consistent

You will be able to demonstrate within your area of responsibility that staff are consistently performing to the highest quality by ensuring they are meeting both internal and external quality and compliance expectations. You will work in partnership with other team managers and external partners to promote consistent good practice across all areas of provision.* Accountable

You will understand your individual responsibilities and the service standards requirements, in relation to any required registrations, inspections or accreditations. You will be able to demonstrate that the teams within your responsibility are able to meet their performance targets and are responsive to the changing needs of people supported, carers, commissioners, and other stakeholders. |
| Main duties and responsibilities/accountabilities**Strategic Priorities:**1. To contribute positively to strategic plans and work collaboratively with teams to ensure the successful delivery within your service area of agreed strategic objectives.
2. To contribute to the production, monitoring, and presentation of the annual service/ improvement plans. Working with key stakeholders, and in line with internal and external quality standards.

**People:**1. To ensure staff, are appropriately trained and can consistently perform their duties in line with internal and external procedural and quality standards.
2. Through effective communication, ensure staff are champions for our purpose, vision, and values.
3. As, directed by the Service Manager implement a range of project areas ensuring clear outcomes are delivered for people supported in line with service plans.
4. To promote diversity at all opportunities to ensure we represent the differences in our workforce and people supported.
5. As required to meet the needs of the service undertake weekend working / on call duties / sleep-ins.

 **Finance & Efficiency:**1. To ensure staff operate in line with internal financial controls and procedures.
2. To work with the service manager to ensure your service area meets agreed financial and contractual performance targets.
3. To contribute to identifying efficiencies that will have a positive effect on budgets for the service area.
4. To develop teams within your area of responsibility to operate as efficiently and effectively as possible. Inclusive of the effective management of HR policies and procedures.
5. To communicate with the Service Manager potential areas of financial under performance and work collaboratively to mitigate risks.
6. To be proactive in identifying opportunities for income generation and growth.

**Performance:**1. Where appropriate work with staff to achieve good or above ratings for CQC regulated services and if applicable maintain or enhance Autism accreditation status.
2. To ensure that staff within your teams understand their roles and responsibilities in meeting required standards.
3. To monitor the implementation of agreed organisational changes. Ensuring quality standards are maintained by challenging working practices and measuring outcomes**.**
4. To support the development of a performance culture, by clearly communicating, and monitoring agreed performance indicators. Quickly identifying and implementing agreed corrective plans to mitigate under performance
5. To ensure that documentation, record keeping, and reporting meets with performance indicators and is appropriately maintained in line with agreed timescales.
6. To lead, direct, motivate and manage staffs’ performance to ensure skills and competency levels are developed and maintained and learning outcomes are reflected in practice to ensure staff can deliver on agreed plans
7. To promote a strong safeguarding culture, supporting our purpose, vision, and values to enhance quality of life.
8. To work with other team managers and wider Support Teams to ensure staff are well supported, trained and capable of delivering on agreed plans and priorities.
9. To promote and support engagement with all stakeholders to ensure team performance meets and exceeds their expectations.

**Development & Growth:**1. To promote, manage and monitor the integration of the digital agenda by supporting staff in their preparation and learning. Working in collaboration with key stakeholders to support the digital transformation plans.
2. To participate in network opportunities and feedback relevant information to support the development and growth of the service
3. Proactively work with the Service Manager to develop new ideas, partnerships, and opportunities. Supporting the facilitation of a solution-focused approach and generate a commitment to change.
4. Encourage and work with staff to put forward ideas / initiatives to engender a creative approach to change. Implementing new ways of working to meet the needs of the service
5. To be instrumental in the identification of resource shortages and contribute to the planning and development of services.
6. To ensure communication is inclusive of stakeholders and develops positive relationships to support growth and development of the service area.
7. To ensure you take responsibility for your own continuous professional development, actively seek to improve your skills and knowledge.
8. To undertake such additional duties as are reasonable commensurate with the level of the post

**Strategic Dependencies:*** Annual Delivery / Improvement Plan
* People Plan
* Learning and Development Plan
* Communications and Engagement Plan
* Digital Transformation Plan
* Supported Living Transformation Plan
* Modernisation of day services

**Growth Opportunities:*** Transforming Care
* Transition / Young People
* Respite
* Complex Needs Tenders.
* GM Framework

**Review arrangements:**The details contained in this job description reflect the content of the job at the date it was prepared.  It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required. and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed.  Consequently, Aspire, will expect to revise this job description from time to time and will consult with the postholder at the appropriate time. |
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