

Job Description and Person Specification Profile

Job Title	Team Manager
Job ID	DH26
Service	Children's Services
Grade	J
Reporting to	Service Unit Manager

The Role

As a Team Manager you will champion **Tameside's Heart of Support Practice Approach**

At Tameside, we believe in:

- **Compassion** – understanding the lived experiences of children and families.
- **Curiosity** – asking questions that lead to deeper insight and better outcomes for children.
- **Collaboration** – working together across services to deliver joined-up support.
- **Conversation** – listening and engaging meaningfully with children, families and professionals.
- **Courage** – leading with courage, making bold and compassionate decisions that put children first.



The **5 C's** will be central to all the work that you complete.

As a Team Manager within Children's Services, you will play a key leadership role in delivering high-quality services that safeguard, support and improve outcomes for children, young people and families. You will lead and develop a team of practitioners, creating a positive culture of learning, accountability and continuous improvement, while ensuring services are delivered effectively and in line with statutory responsibilities.

At Tameside, our **Heart of Support Practice Approach** is the foundation of how we work. Underpinned by our **5 Cs: Compassion, Curiosity, Collaboration, Conversation** and **Courage**, you will support practitioners to build strong relationships with children and families, promote strengths-based and systemic practice, and ensure children's voices remain central to assessment, planning and intervention.

You will contribute to the ongoing development of services, embedding best practice and driving quality through effective leadership, reflective supervision and performance management. Working collaboratively with partners, you will help to ensure children and families receive the right support, at the right time, leading to improved and sustainable outcomes.

Post Objectives

- Lead and manage a team delivering high-quality services to children, young people and families in accordance with statutory duties, legislation, guidance and local priorities.

- Promote and embed the **Heart of Support Practice Approach**, supporting practitioners to work with **compassion, curiosity, collaboration, conversation** and **courage**.
- Ensure assessments, plans and interventions are purposeful, timely and focused on improving outcomes for children.
- Develop and sustain a culture of high-quality practice through reflective supervision, coaching, support and expectation.
- Contribute to the development and continuous improvement of Children's Services.
- Use performance information, quality assurance activity, feedback from children and families, and learning from practice to drive service improvement.
- Build effective multi-agency partnerships to ensure coordinated and responsive support for children and families.

1. Management of People

- Lead, motivate and develop staff in line with Council policies, procedures and values.
- Provide regular, high-quality supervision that promotes reflective practice, professional curiosity and continuous learning.
- Support staff wellbeing and create a positive team culture where people feel valued, supported and empowered.
- Ensure effective recruitment, induction, performance management and professional development of team members.
- Identify and respond to the training and development needs of staff, supporting career progression and good practice.
- Promote equality, diversity and inclusion and ensure staffing practices align with corporate policies and expectations.
- Ensure compliance with health and safety requirements and workforce policies.

2. Management of Finance and Resources

- Manage delegated budgets and resources effectively, ensuring value for money and compliance with financial regulations.
- Oversee the allocation of work within the team to ensure resources are deployed effectively and according to service priorities.
- Monitor workloads and capacity to support safe and effective practice.
- Ensure services operate within relevant financial frameworks, governance arrangements and delegated authority.
- Participate in management cover arrangements as required by the service.

3. Management of Quality, Performance and Impact

- Lead the team to deliver consistently high standards of practice, performance and service delivery.

- Monitor and improve the quality of assessments, plans, recording, reports and interventions.
- Use quality assurance activity, performance data and feedback to evaluate practice and drive continuous improvement.
- Ensure statutory requirements, performance indicators and timescales are met.
- Support learning and development through quality assurance activity, reflective discussions and the sharing of best practice.
- Ensure practice complies with the professional standards set by Social Work England.
- Create a culture where learning from feedback, complaints, QA activity and reviews informs service development and improves outcomes for children and families.

4. Decision Making

- Exercise appropriate professional and managerial decision-making within delegated authority and statutory responsibilities.
- Ensure decisions are child-centred, evidence-informed and proportionate to assessed need and risk.
- Provide clear oversight and management direction in relation to complex and high-risk situations.

5. Continuous Improvement

- Champion innovation, learning and continual service improvement.
- Support the implementation and evaluation of service developments, ensuring the voice of practitioners, children and families informs change.
- Contribute to the development of a learning culture that embraces reflective practice, systemic thinking and evidence-informed approaches.
- Work collaboratively with senior leaders and partners to improve outcomes for children, young people and families.

The duties may vary from time to time without fundamentally changing the nature or level of responsibility of the post. The post holder may also be required to undertake other duties commensurate with the grade and responsibilities of the role.

About You

Your Essential Qualifications

- A recognised Social Work qualification and current Social Work England registration.

Your Essential Skills, Knowledge and Experience

- Significant experience within statutory Children's Services, working with children, young people and families with a range of needs, risks and vulnerabilities.
- Experience of providing leadership, professional reflective supervision, mentoring and support to practitioners.
- Evidence of management, leadership or supervisory training, or a commitment to professional leadership development.
- Strong knowledge and understanding of safeguarding, child protection, and relevant legislation, regulations and statutory guidance.
- Knowledge of current developments in children's social care, including strengths-based, relationship-based and systemic practice approaches.
- Understanding of the needs of children and young people with disabilities, special educational needs and additional vulnerabilities.
- Relevant knowledge of legislation and guidance relating to SEND, mental capacity, transition to adulthood and family support services.
- Experience of working effectively within multi-agency partnerships to improve outcomes for children, young people and families.
- Ability to build positive working relationships with children, families, colleagues, partners and stakeholders.
- Demonstrable commitment to anti-discriminatory, anti-oppressive and inclusive practice.
- Ability to analyse complex information, assess risk and make sound professional decisions in a demanding environment.
- Experience of quality assurance activity, performance management and driving improvement through learning and reflective practice.
- Ability to use performance information, data and audit findings to evaluate service effectiveness and improve outcomes.
- Experience of chairing or contributing effectively to professional and multi-agency meetings.
- Ability to manage competing priorities, meet deadlines and respond effectively to changing service demands.
- Ability to support, motivate and develop staff, creating a culture of learning, accountability and continuous improvement.
- Strong written and verbal communication skills, with the ability to produce clear reports and present information effectively.
- Experience of using electronic case management systems and information technology to support service delivery and performance management.

- Ability to use Microsoft Office applications, including Outlook, Word, Excel and PowerPoint.
- Understanding of financial and resource management principles relevant to service delivery.
- Commitment to continuous professional development, learning and the values of **Tameside's Heart of Support Practice Approach**, demonstrating **Compassion, Curiosity, Collaboration, Conversation** and **Courage** in leadership and practice.

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

