



Job Details			
Job Title:	Team Manager		
Team/Department:	Service Delivery		
Reports to:	Registered Service Manager	Location:	Cumbria
Employment type:	Permanent	Hours	37.5

Job Purpose

Reporting to the Registered Service Manager, (RSM) the Team Manager is responsible for day-to-day operations of the service working within the OFSTED Framework against agreed criteria and objectives while managing, monitoring, and maintaining the quality standards ensuring the service complies with the OFSTED Framework and Regulations, Local Authority Quality standards and contractual obligations.

Working cohesively and liaising effectively with the RSM, other Team Managers, internal departments, and external stakeholders to ensure the views, wishes and feelings of service users are considered in relation to matters affecting their support and welfare you will:

- Oversee the operational care and support management, by managing and supporting the service Team Leaders with the day to day running of the service while ensuring team delivery of standards and encouraging continuous improvement.
- Manage risk within your service area by ensuring you complete risk assessments promptly and accurately with a view to meeting the needs of the young person and mitigating risks.
- While maintaining agreed staffing ratios, provide advice, assistance and support to the team leaders leading Support Workers, being a positive role model to help them achieve their optimum potential while developing a team culture of encouragement, support and motivating the team.
- Develop the leadership and management of your service, ensuring that their area has the capacity and capability to meet contractual obligations in a way that is consistent with the OFSTED Framework, approach, and ethos, that puts young people first and prioritises their wellbeing and development. and delivers the outcomes set out in the Statement of Purpose.
- Work with the Registered Service Manager, Head of Service Delivery and Director of Business Development on new services and opportunities.
- Manage the provision and growth of responsive support to your specific area, for example, Outreach Trainer Flats, Solo Placements and Group Living.
- Communicate and liaise effectively with External and Internal relationship ensuring excellence in partnership management.

JOB DESCRIPTION

Job Purpose

- Ensure Legal and statutory compliance.
- Promote service user involvement and support the team with regards to achieving this.

Main Duties & Responsibilities

The Team Manager is responsible for embedding the four OFSTED standards of supported accommodation in their area:

- Leadership and Management
 - Child Protection
 - Accommodation
 - Support
1. Act as the lead for the line management arrangements within your service area to deliver the “workforce plan” ensuring all staff:
 - Are recruited following due process and new recruits have the suitable skills, are inducted, receive the necessary training including core training, that probation reviews are carried out.
 - Receive an annual appraisal.
 - Receive regular recorded supervisions which allows staff to reflect on their practice and the needs of their service.
 - Receive constructive feedback on performance and any poor performance is managed through a development programme or capability management.
 - Received good quality supervision and workload is monitored.
 2. Work cohesively with HR and Learning and Development Team in response to :
 - Recruitment and selection of staff
 - Safer recruitment compliance
 - High quality induction,
 - Probation,
 - Training and staff development
 - Investigations, disciplinaries and grievances
 - Monitoring, measuring, and managing performance and capability.
 3. Working with the Team Leaders ensure that the recording and reporting of all service users that fall under your service is completed and kept up to date in line with Ofsted regulation, e.g., Placement plans, Risk Assessment, Monthly reports, Incidents Reports, Daily contacts,
 4. Oversee regular internal quality audits in preparation for external audits.



Main Duties & Responsibilities

5. Support the RSM in the preparation, planning and activity in quality assurance audits and inspections.
6. Work alongside our referral response department by assessing referral documents and accepting or declining referrals around risk assessing service user needs.
7. Meet referrals and ensure correct placement matching to service users, staff while identifying properties based around risk factors and cultural needs.
8. Play a key role in seeking to develop the effective working relationships with each service users placing authority and with other relevant persons which may include services, individuals, agencies, organisations and establishments that work with the service users in the local community, e.g. police, schools, health and youth offending teams
9. Represent the service and company at meetings providing clear advice and input. Attend and advise external bodies, including partner meetings, specialist groups and local providers as required.
10. Assist the Registered Service Manager with identifying new business opportunities working together on developing proposals for new opportunities.
11. Assist the Registered Service Manager in the negotiation of contracts and Service Level Agreements on behalf of the Company and ensure complete service delivery of contracted and non-contracted agreements.
12. Ensure compliance regarding all health and safety regulations.
13. Ensure you keep up to date with current and emerging statutory and legislative changes and identify any changes to business requirements and any training requirements which are necessary.
14. Ensure any change in current legislation is communicated and cascade down to those its relevant to in order to support them to do their role to the required standards.
15. Ensure all accommodation meets safety standards as set out in Ofsted standard prevailing legislation and contractual obligation. Escalate where necessary as per the Service Level Agreement.
16. Liaise with internal departments to ensure housing stock is maintained to the standard set through individual client contract and/or company standard and that stock is returned to Agents/Landlords in a timely manner.

Leadership & Management

1. Provide effective leadership and management to staff through written information, team briefings, regular supervisions, and management meetings to ensure the aims and objectives of the service are met to achieve positive outcomes for the service users



JOB DESCRIPTION

Main Duties & Responsibilities

2. Deliver a culture of service excellence, working to embed the company values, standards, behaviours and strategies needed to bring about lasting improvements in delivery in your service area.
3. Manage and report on KPIs providing appropriate monthly returns to the RSM in compliance with Company policies and procedures regarding operations, human resources, financial, legal and contractual obligations.
4. Manage and respond to incident and complaints, taking ownership of the problem and seeing it through to a satisfactory conclusion.
5. Deputise and cover for the Registered Service Manager and other managers in their absence and undertake duty manager on-call duties as and when appropriate.

General Accountabilities

1. Ensuring the highest standards of quality are achieved in all duties carried out.
2. Ensuring policies and procedures of Bedspace are carried out effectively and sensitively
3. To observe and maintain strict confidentiality in respect of children and young people and company.
4. Communicating effectively within the team, with other teams and across the company as a whole.
5. Conducting all activities in a manner in line with the company's vision, promoting good external relations and a positive image of the company.
6. Responsible for meeting individual performance targets as agreed with post holder's manager.
7. Supporting the culture of cross-sectional working, encouraging a culture of project work focusing on the objectives of the company as a whole. Actively participating or leading in projects and corporate tasks as required.
8. Reporting on such performance, management, and operational information as required.

Health and Safety

The post holder is required to carry out the duties in accordance with the company Health and Safety policies and procedures.

Diversity



JOB DESCRIPTION

Main Duties & Responsibilities

The post holder is required to always have due regard to equal opportunities, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Confidentiality

The post holder is required to observe and maintain strict confidentiality in respect of guests, clients, and all company information.

Other Duties

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this post will be mutually agreed with the post holder.

Safeguarding and Safe Recruitment

Due to Bedspace's commitment to safeguarding and this post having access to children and/or vulnerable adults, this post requires an Enhanced Disclosure and Barring Service check. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided.

The above list of responsibilities is not exhaustive, and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager. This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

Requirements		Essential / Desirable
Qualifications/ Essential requirements		
	NVQ Level 5 Diploma in Leadership for Health and Social Care and Children and Young People's Services or willingness to work towards and achieve within 2 years	E
	Evidence of holding a line management supervisory position	E
	Satisfactory DBS record	E
	Current Driving Licence	E
Experience and Knowledge	The post holder should have significant and relevant experience of:	

JOB DESCRIPTION



	Requirements	Essential / Desirable
	At Least two years' experience in a position relevant to residential/ outreach support of children or adults within the previous 5 years	E
	Understanding of both effective practice in responding to the needs of looked after children and care leavers aged 16 and 17 and of local authority statutory duties to both cohorts and how supported accommodation settings are required to support these.	E
	Knowledge of the Aims and Principles of Ofsted Requirements for supported living, including the Quality Standards Guide 2023 and its relevance of support living	E
	Knowledge of the full range of needs of young people and vulnerable adults. Knowledge and understanding of current issues affecting people within supported living	D
	Experience of planning staffing levels and rota management to ensure that the needs of children and young people are met.	D
	An excellent communicator	E
	Ability to work within a challenging environment.	E
	Extensive history of working together with other agencies to safeguard and provide positive outcomes and progress young people and adults	E
	Experience of monitoring and evaluating the outcomes of young people and adults	D
	Comprehensive understanding of service delivery	E
	Budgetary experience	D
	Knowledge of Health and Safety at Work	D
Skills and Abilities	The post holder should be able to evidence their skills and abilities in the following areas	
	Conflict Management	E
	Risk management	E
	Negotiation skills.	E
	Standard setting, ensuring compliance and sharing best practice. Professional and values led with integrity, inclusivity and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.	D
	Proven people management skills	D
	Able to work to tight deadlines and be computer literate.	E
	Excellent written, verbal communication and Presentation Skills	E

JOB DESCRIPTION

Requirements		Essential / Desirable
	Professional and values led with integrity, inclusivity, and respect for diversity, with an ability to work in uncertainty and maintain a positive approach.	E
Personal Skills	Ability to travel, as required between Bedspace locations	E
	Willingness to undertake further training	E
	The ability to work flexible hours as required	E

Essential/Desirable:

E = Essential: Requirements without which the job could not be done. D = Desirable: Requirements that would enable the candidate to perform the job well.

Job Specific Competences

Communication	<ul style="list-style-type: none"> Sharing information openly, both verbally and non-verbally, encouraging others to speak and listening to their views. Selects appropriate means of communicating. Listens, receptive to ideas and the feelings and concerns of others. Tolerates differences and is willing to listen to others' views. Displays ease in establishing and maintaining rapport across hierarchical and functional boundaries.
Teamwork	<ul style="list-style-type: none"> Supporting, co-operating and working with others to achieve common objectives. Motivates self and others to achieve team objectives. Can work in a climate where people can work together and learn from each other. Respectful of others in the team. Recognises the importance of trust and tolerance of failure.
Customer Service	<ul style="list-style-type: none"> Accurately identifying the needs of internal and external customers and works to exceed their expectations. Takes pride in turning a negative situation into a positive one.
Planning & Organising	<ul style="list-style-type: none"> Identify meaningful, practical techniques and processes that allow priorities to be met. Adapts to changes and revises the plan, accordingly, communicating and working to the new plan.
Organisational Awareness	<ul style="list-style-type: none"> Understanding how the business performs, its operating procedures and deliverables, to achieve objectives. Consults with all relevant staff to agree goals and targets to be achieved to meet objectives.
Problem Solving	<ul style="list-style-type: none"> Takes action to avoid problems or resolve with solutions that fits the needs of the business. Generates or finds a variety of possible solutions to solve problems.
Resilience and Tenacity	<ul style="list-style-type: none"> Overcomes obstacles and delivers results by showing tenacity and persistence. Takes responsibility for their own mental and physical well-being. Deals with setbacks in a mature manner. Pursues goals with resolve, in the face of obstacles, setbacks and pressure of other work. Takes full responsibility for their decisions.



JOB DESCRIPTION

Self-Development	<ul style="list-style-type: none">• Ability to identify and maintain a high standard of professionalism and performance by identifying and creating self-development opportunities.• Seeks feedback to improve performance.
Motivating	<ul style="list-style-type: none">• Encourages and supports others, making them want to achieve both organisational and personal objectives.• Inspires trust and confidence in others by being fair, open, and accessible and is seen to advise and support others.
Managing Change	<ul style="list-style-type: none">• Makes change happen, looks ahead to assess the need for change and sells the benefits.• Escalates issues to ensure that obstacles do not prevent change happening.
Improving Performance	<ul style="list-style-type: none">• Identifies methods of improving own and others' performance to meet organisational objectives.• Is willing to impart knowledge and information to others and give feedback pro-actively.