

Role Profile

Part A - Grade & Structure Information

Job Family Code	11SW	Role Title	Assistant Team Manager
Grade	PS11SC	Reports to (role title)	Team Manager
		Directorate	AWHP
JE Band	439-518	Service	
		Team	Social Care Team
		Date Role Profile was created	September 2025

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	Staff at this level are expected to take a leadership role within the team. To assist with leading, motivating and managing to ensure the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families in line with current national legislation, local policies and procedures. They will deputise for the team manager when required, providing day to day management and oversight of the team, including management of the overall work load of the team and individual team members.
Work Context	<p>The post holder will be working in Adults, Wellbeing & Health Partnerships (AWHP) and will be based in either:</p> <p>The Connect to Community (C2C) team which provides a single front door for new contacts in the east or west of Surrey. The key components of C2C are strengths-based conversations, carer support, triaging safeguarding enquiries, tech enabled care, referrals to reablement, provision of OT support, community information and housing advice.</p> <p>An Area Based Team in the east or west of Surrey which provides a duty, assessment (needs, carers, MCA, OT step 5) and review (community/ care homes/ carers/out of county) function. There are specialist Area Based Teams delivering Learning Disabilities & Autism or Mental Health services.</p> <p>One of 5 acute hospital teams providing 7 day 8.00am – 8.00pm social work and social care support to individuals, carers and families involved in discharge from hospital.</p> <p>They will be required to work flexibly to support the operational needs of the wider service as required.</p> <p>Surrey has both urban and rural areas and the postholder will be expected to have a valid driving licence to drive in the UK and access to a vehicle.</p> <p>Reasonable adjustments will be made for individuals who have a disability to enable them to fulfil the requirements of the job.</p> <p>Professional supervision will be provided.</p>
Line management responsibility if applicable	Line management responsibility for a wide range of staff and provision of professional reflective supervision for staff including social work or occupational therapy staff as appropriate.
Budget responsibility if applicable	No direct budget responsibility, but may assist the Team Manager with monitoring the team budget. Make recommendations for the provision of services in line with the budget determined, according to the assessment of needs and advise less experienced or unqualified colleagues on budget and the cost of services.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Casework Management</p> <ul style="list-style-type: none"> • Provide leadership and professional support to colleagues and other professionals in situations of high complexity. • Apply extensive knowledge of practice, theory and legislation to enhance practice, procedures and policies, promote innovation, and introduce new ways of working from recognised sites of excellence. • Make use of sophisticated, critical reasoning and both model and facilitate reflective and evidence-informed practice. <p>Assessment and Review</p> <ul style="list-style-type: none"> • Support and encourage professional decision-making in others, to enable assessment procedures to be used discerningly in response to the presenting needs. • Maintain and provide expertise in specialist assessment and intervention and support others to develop these skills. • Model the effective assessment and management of risk in complex situations, across a range of situations, including positive risk taking situations. <p>Safeguarding</p> <ul style="list-style-type: none"> • Provide professional leadership on safeguarding issues in collaboration with other senior members of the team. • Provide support to resolve concerns about practice. <p>People Management</p> <ul style="list-style-type: none"> • Manage a defined team or area providing clear organisation, direction and development. • Provide professional support, advice and/or supervision. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. <p>Work with others</p> <ul style="list-style-type: none"> • Promote positive working relationships in and across teams and with partners in statutory, voluntary and third sector organisations, using strategies for collaboration and arbitration. • Contribute to and provide professional leadership of organisational change and development and address performance management issues that arise. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • When required, monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures, or have indirect influence on wider service budget. <p>Duties For All</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, safety and welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Relevant professional qualification and Health and Care Professions Council registration where required. • Extensive, sophisticated and up to date working knowledge of relevant national and local policy, statutory guidance and legislation in relation to the provision of social care services. • Ability to promote positive working relationships in and across teams, using strategies for collaboration and arbitration. • Ability to contribute to and provide professional leadership of organisational change and development and address performance management issues that arise. • Ability to communicate effectively in highly charged, complex or challenging situations to a wide range of audiences for different purposes and at different levels, including public speaking. • Ability to model and promote a culture of clear communication, supporting the development of effective communication skills in others. • Ability to influence organisational development pro-actively using feedback from your area of responsibility. • Ability to gather information to inform judgement for interventions in more complex situations and in response to challenge. • Ability to routinely explain professional reasoning, judgements and decisions made and record these in a clear concise way. • Ability to use knowledge to make complex judgements in uncertain and ambiguous situations, supporting others to do the same. • Excellent partnership working skills with an ability to communicate and collaborate effectively with partners in statutory, voluntary and third sector organisations. • Competent in the use of basic IT skills. • Demonstrable experience in successful recruiting, performance managing, coaching and developing staff. • Good problem solving and analytical skills with the capacity to devise and implement innovative solutions.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Recognised Social Work, Occupational Therapy or recognised Nursing or other Allied Health Professions qualification. • Social Workers and Occupational Therapists must have, and maintain, current registration with the relevant regulatory body and adhere to their standards for conduct, performance and ethics. • A detailed and applied knowledge of relevant legislation including the Care Act 2014 and the Mental Capacity Act 2005 and their application across a range of complex situations. • Applied knowledge of current policies and procedures for the line management of staff including sickness, capability and disciplinary procedures. • Experience of the application of professional ethics to decision making using a legal and human rights framework. • Experience of promoting a culture which supports empathic compassionate relationships with other professionals, people who use services and those who care for them. • Knowledge of Practice Education and student placement, and knowledge of the role of the assessor for newly qualified Staff. • Experience of providing professional reflective supervision to a range of staff. • Experience of managing risk, ensuring that there is a positive balance between perceived risk and protection from harm when necessary. • Evidence of continuing professional development including leadership and management training. • Extensive post qualification experience working in a social care or community multi agency environment.

Role Summary	<p>Roles at this level assist with leading, motivating and managing a team ensuring the service provided is consistent, effective and delivers positive outcomes for individuals, their carers and families.</p> <p>They contribute to and support the development of practice, procedures and policy and specifically the professional development of the team.</p> <p>They are accountable for the provision of effective professional practice within the team, the provision of effective, reflective professional supervision, as well as line management and appraisal.</p> <p>These roles provide expert guidance in situations of complexity, where there is conflict or resistance and enable others in the team to manage complex and challenging situations. They deputise for the team manager when required (where appropriate).</p>
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