

Role Profile

Part A - Grade & Structure Information

Job Family Code	11PCS	Role Title	Team Manager SPAs
Grade	PS11	Reports to (role title)	Service Manager, SPAs
		Directorate / School	Children, Families, Learning and Communities
JE Band	439-518	Service / Department	Family Resilience - Early Help and Hubs
		Date Role Profile was created	01/05/2021

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	To provide an operational overview and lead on the work of the integrated single point of access; working closely with partners and professionals teams to ensure the delivery of a safe and efficient service within statutory timescales, and above all ensuring that children and families receive the appropriate level of care at the right time. You must be able to resolve complex issues and deal effectively with competing demands. This is a service user facing role, so excellent communications and engagement skills are essential. Focus on quality and practice to audit and dip check children's records to assess for alternative interventions / pathways and provide coaching on alternative approaches. Contribute to the policies and procedures of the SPAs. Acting upon emerging trends from provided data sets in order to better support children and families.
Work Context	The Single Point of Access (SPA) will ensure there is one point of access for families and careers, where there is a concern about the child or young person's needs, whether safeguarding, early help, learning and/or developmental needs. Currently there are two teams that act as the front door to Children's services and learning and / or developmental needs. By integrating the two functions it will deliver the vision of combining staff, expertise and where possible processes in order to provide holistic and efficient services to Children, Young People and families of Surrey, whilst ensuring that Surrey's statutory responsibility is maintained. This team will be; problem solvers, innovators and above all passionate about delivering the best possible for outcomes for children in a timely and supportive way. We work closely with our partners in many agencies including; Police and Health and Social Care to help children, young people and families, to be solutions focussed and take a strengths-based approach to identifying and meeting needs without having to depend on statutory plans and services. We pride ourselves on being child and young person centred and place great emphasis on our communication standards and the value we can add to the work undertaken by our colleagues and partners.
Line management responsibility	Direct line management responsibility for a small team.
Budget responsibility	Indirect responsibility for a budget of TBC in support of the Service Manager.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Risk Management</p> <ul style="list-style-type: none"><li>• Identify opportunities and risks associated with the service and escalate / report to management.</li><li>• Conduct assessments in complex or high risk circumstances ensuring appropriate actions are taken in response to identified safeguarding/wellbeing issues to increase the protection of vulnerable people.</li></ul> <p>Service Development</p> <ul style="list-style-type: none"><li>• Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li><li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li></ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"><li>• Develop and implement plans for their own area and contribute to business and service planning.</li></ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"><li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation policies and procedures, or have indirect influence on wider service budget.</li></ul> <p>Work with others</p> <ul style="list-style-type: none"><li>• Work with other service areas / partner professionals and organisations to assess and deliver individual service user needs and / or service objectives and priorities.</li></ul> <p>People Management</p> <ul style="list-style-type: none"><li>• Manage a defined team or area providing clear organisation, direction and development.</li><li>• 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.</li></ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"><li>• Professional qualification and relevant registration where required with post qualification practical experience, or substantial relevant and practical experience across a number of areas and in depth specialist knowledge.</li><li>• Deep understanding of relevant legislation and practice standards.</li><li>• Knowledge and awareness of broader contextual factors affecting wider service delivery.</li><li>• Ability to exercise evaluative judgement appropriately.</li><li>• Ability to manage budgets in accordance with financial procedures.</li><li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills, and the ability to work collaboratively with internal and external partners/professionals.</li><li>• Competent in a range of IT tools including MS Office and database management systems.</li><li>• High level problem solving skills with the capacity to devise and implement innovative solutions.</li><li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</li><li>• Satisfactory DBS clearance might be required.</li></ul>
Details of the specific qualifications and/or experience if required for the role in line with the above description	Highly developed IT skills. Detailed knowledge of SEND / Early Help. Proven experience of working in partnership to achieve desired outcomes. Experienced working at a manager level within SEND / Early help. A degree or significant associated vocational experience.
Role Summary	Roles at this level provide, manage and / or co-ordinate and contribute to promoting good practice and service development. They will require knowledge across a number of areas or in depth technical or specialist knowledge. They will typically work with those both inside and outside the organisation to influence the development of services or delivery of specific projects, establishing effective local working relationships and joint working arrangements. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions, and they may contribute to strategic developments in their area of expertise. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and precedents.
Reference Number	BM-2021-217