

# Role Profile

## Part A - Grade & Structure Information

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|------------------------|--------------|--------------------------------------|---|
| <b>Job Family Code</b> | <b>10PCS</b> | <b>Role Title</b>                    | <b>Assistant Team Manager - Inclusion Service</b> |
| <b>Grade</b>           | PS10         | <b>Reports to (role title)</b>       | <b>Inclusion Manager East/West</b>                |
|                        |              | <b>Directorate</b>                   | <b>Children's Families &amp; Learning</b>         |
| <b>JE Band</b>         | 371-438      | <b>Service</b>                       | <b>Education &amp; Lifelong Learning</b>          |
|                        |              | <b>Team</b>                          | <b>Attendance &amp; Inclusion</b>                 |
|                        |              | <b>Date Role Profile was created</b> | <b>Apr-25</b>                                     |

## 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.

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| <b>Role Purpose</b><br>including key outputs   | <p>To manage a team of Attendance Advice &amp; Support Officers to ensure effective delivery of statutory Inclusion services, ensuring the effective and efficient use of resources in consultation with the Inclusion Manager. To carry out the Local Authority's statutory responsibilities under relevant legislation in enforcing regular school attendance, and safeguarding and promoting the welfare of children.</p> <p>To support the Inclusion Manager in the delivery of strategic service provision.</p> <p>The role holder will manage an area based team ensuring service delivery meets agreed performance targets and is in accordance with the legal framework around school attendance. The role holder will be required to provide support and guidance in addressing concerns of both safeguarding and enforcement, where statutory requirements dictate.</p> <p>They will be responsible for developing strategies and action plans with schools and providing school training on request. They will also have to deputise for the Inclusion Manager when required.</p>  |
| <b>Work Context</b>  | <p>The role holder will work within an Area Attendance Service team and will report directly to the Inclusion Manager (East or West). They will be office based but will spend some of the working day at schools, undertaking casework and chairing legal and other formal meetings.</p> <p>The Assistant Team Manager will need to understand issues that affect young people and must have the confidence to appropriately challenge schools, parents/carers and other agencies when necessary, maintaining a balance of judgement.</p>  |
| <b>Line management responsibility</b><br>if applicable   | <p>The role holder will be responsible for line management of Attendance Advice and Support Officers (approx. 5-6 full-time staff).</p> <p>They will be office based but will spend some of the working day at their allocated schools, undertaking casework and chairing legal meeting</p>   |
| <b>Budget responsibility</b><br>if applicable  | Indirect: Management of budget without direct responsibility for it.  |
| <b>Representative Accountabilities</b><br>Typical accountabilities in roles at this level in this job family | <p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>Identify opportunities and risks associated with the service and escalate / report to management.</li> <li>May undertake the role of expert practice lead, managing highly complex cases and leading consistency and standards of practice in a defined geographical area.</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><b>Service Development</b></p> <ul style="list-style-type: none"> <li>Contribute towards developing professional policy, standards and procedure and / or developing and implementing team plans and monitoring and reviewing of services to enhance quality of service.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>Manage the planning and delivery of services and caseload or projects for own area involving some specialist knowledge or assessment.</li> <li>Contribute to service plans and plan staff resources to maintain operational delivery of services.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>Assist with budget/resource/funding management in accordance with the council policies and procedures.</li> </ul> |

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|  | <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, partner organisations, agencies and/or contractors to share knowledge or best practice and ensure quality, integrated service delivery.</li> <li>• Work in partnership with service users, their families/carers.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• Manage an operational team or specialised function, and organise deployment of staff and work and/or appropriate support for service users.</li> <li>• Monitor and support the performance management and development of team members, using a coaching approach, to 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: 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><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>                                | <ul style="list-style-type: none"> <li>• Relevant professional qualification and relevant registration where required and experience, or considerable experience of working within the service area.</li> <li>• High level working knowledge of relevant legislation and procedural frameworks and practice standards</li> <li>• Able to plan and carry out specialist assessments and deliver and oversee programmes or packages of care and support.</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 maintain effective working relationships at all levels.</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>• Understanding of the principles of confidentiality and information governance and how these apply to social care.</li> <li>• Ability to communicate with compassion and authority in challenging situations and with resistant individuals, be able to effectively engage with people in complex situations both short-term and building relationships over time.</li> <li>• Satisfactory DBS clearance might be required.</li> </ul> |
| <p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p> | <ul style="list-style-type: none"> <li>• Relevant degree or equivalent formal qualification, and/or substantial experience and knowledge in working in a CSF environment.</li> <li>• Good knowledge of relevant legislation, such as The Education (Pupil Registration) (England) Regulations 2006; Education Act 1996; Children Act 1989&amp; 2004; Crime &amp; Disorder Act 1998; Anti-Social Behaviour Act 2003; Education (Penalty Notice) Regulations 2004; Education (Parenting) Regulations 2004; and Educations &amp; Inspections Act 2006.</li> <li>• Knowledge of Equal Opportunities in service delivery and employment, and of People First organisational values.</li> <li>• Knowledge of relevant LA processes and Dept of Education guidelines on school attendance issues.</li> <li>• Understanding of child development and factors affecting children and families.</li> <li>• Full valid UK Driving Licence with access to a vehicle on a daily basis.</li> <li>• Understanding and acceptance that annual leave will need to be taken during school holidays other than in exceptional circumstances.</li> </ul>  |
| <p><b>Role Summary</b></p>   | <p>Roles at this level manage operational service delivery or are an expert practice lead supporting consistency and standards of practice, in a defined service or geographical area. They will often have key responsibilities in planning resources and procurement and commissioning of cost effective and innovative services. They will require a professional qualification or extensive practical experience. They work with a range of agencies and extended services in various settings, to provide advice and guidance to support the service user group. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. Forward planning could be for months ahead and the role will contribute to longer-term development. They will work largely autonomously with access to guidance from more experienced professionals.</p>  |
| <p><b>Reference Number</b></p>   | <p>BM-2019-098</p>  |