



Role Profile

TEAM MANAGER – Family Support

Reference No.	I534.01	Type	Individual
Service	Children and Families		
Job Family	Team Manager 3	Grade	FC10

Purpose

The post is one of 3 Team Managers for family support services within Education and Children’s Services, managing a team of staff delivering a range of family support services in localities providing preventative and additional support as part of a whole family approach (children 0-18 years). You will have responsibility for the effective and efficient delivery of services to achieve outcomes within the Education and Children’s Services Directorate Plan.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Leading, managing and directing a designated team or function ensuring effective and efficient delivery of support services to prevent escalation of needs and risks. (Family support services will address the following wellbeing factors i.e. attachment relationships; parenting abilities; attendance and attainment; emotional wellbeing).

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Educated to SCQF level 9, which includes a Degree equivalent professional qualification in Social Work; Education; Community Education; Health

✓

Post qualifying operational management experience in Children’s Services

✓

www.scqf.org.uk/framework-diagram

Post graduate qualification

✓

Experience of staff management

✓

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	Ability to provide a regular and effective service Experience in managing child protection work (Take ownership – See ‘How We Work Matters’ Framework) Experience in prioritisation and workload management of teams (Deliver results) Leadership skills Experience to manage conflicting demands	✓ ✓ ✓ ✓ ✓	
Contributing to the achievement of key priorities within the Education and Children’s Services Directorate Plan, as well as other relevant national and local strategies.	Experience in the delivery of efficient and effective support services in line with legislative requirements Political awareness and requirements for public accountability in the public sector	✓ ✓	✓
Preparing, managing and monitoring a devolved budget, delivering agreed savings and efficiencies in compliance with the Councils financial regulations. Providing regular management and impact reports to Senior Management, Elected members and Local Committees.	Skills in financial management and budgeting IT skills Presentation skills (Embrace technology and information)	✓ ✓ ✓	
Providing professional leadership and support, leading staff recruitment; induction; training, managing attendance, performance and conduct to deliver effective and customer focused services in line with policies and procedures.	Experience in the development of the workforce Supervisory skills Management skills	✓ ✓ ✓	

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Managing the performance and functioning of the team ensuring high standards of practice and implementing solutions for continuous improvement.	Initiating and managing continuous improvement Analytical skills	✓ ✓	
Managing and directing resources with a focus on agreed targets and performance indicators. Implementing new systems and processes to deliver effective and efficient services.	Experience in allocation and deployment of resources, IT Organisational skills Quality assurance and auditing	✓ ✓ ✓	
Investigating and resolving complaints, dealing with disciplinary and grievance matters; staff performance and conduct issues.	Experience in managing complaints and conflict resolution (Focus on customers)	✓	
Providing strong leadership ensuring appropriate policies, procedures and legislative requirements are consistently applied. Building strong relationships with colleagues and across the Community Planning Partnership to support integration.	Experience of collaborative working (Work together)	✓	
Reviewing and adapting services to meet changes in demand and needs, undertaking regular review and audit activity to support continuous improvement.	Experience in self-evaluation, auditing and reviewing services	✓	
Contributing to and in some cases leading local strategic partnership groups ensuring effective locality working is established and maintained across services with a focus on customers.	Experience in chairing multi – agency meetings Communication skills	✓ ✓	
Directing and allocating tasks to maximise the efficient and effective use of physical, financial and staff resources available.	Decision making skills	✓	
Implementing legislation and child protection guidance ensuring risk assessments are carried out by staff in line with Council policies and procedures.	Knowledge of Legislation and Guidance	✓	

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Analysing and presenting data on the impact of services in reports and presentations to a range of local and strategic groups, including elected members, senior management and strategic groups.	Experience and skills in reporting on data and impact of services Knowledge to apply local and national strategy	✓ ✓	
Delivering and directing services which are consistent with duties and guidance within relevant legislation, Council policy and procedure.	Knowledge of legislation, national and local policies and procedures (GIRFEC/C&Y People Act 2014; Early Years Framework; Education legislation and Governance review) Experience of driving change in designated areas	✓ ✓	
Working closely with the Named Person Service and Social Work Children and Family Teams.			
Working with elected members and local strategic groups responding to queries, developing needs led services and improving customer experience.	Experience of working with elected members	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input checked="" type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results