



Sheffield City Council Job Description

Informal Enquiries to

Portfolio	Communities Housing and Neighbourhood Service
Service	Housing Solutions – accommodation and advice -
Post Title	Manager – Regional Rough Sleeper Project
Salary Range	Grade 8
Responsible to	Service Manager
Responsible for	
Holiday and Sickness Relief	For – Team managers and staff as required
Purpose of Job	<ol style="list-style-type: none">1. To support the development of the Housing Solutions Service2. To take responsibility for managing and developing designated elements of the service

Main Responsibilities

All Team Managers will have core generic management duties and responsibilities to ensure a high quality, continually improving and customer driven service. These relate to the Council's Leadership Imperatives

An addendum to this job description specifies duties and responsibilities, in addition to the core duties and responsibilities, related to a specific section of the Care and Support Housing Service. The addendum may be changed from time to time according to the section in which the Team Manager is required to work; and as the Service develops.

1. Facilitate, manage and implement change to improve and develop services. (*Change management*)
2. Develop alliances and work effectively with partners, stakeholders and collaborators, to resolve problems, implement policies, achieve mutually beneficial goals and improve services. (*Collaborative working*)
3. Continuously develop and improve services to the diverse range of people of Sheffield), pursuing value for money and quality in service delivery. (*Customer focus*)
4. Take personal responsibility for ensuring that the organisation achieves its strategic plans and objectives by promoting an appropriate culture, empowering others and demonstrating high standards. (*Leadership and people management*)
5. Demonstrate the skills and behaviours required to underpin the relationships between self and others, including colleagues, service users, members, people from minority groups and other stakeholders. (*People skills*)
6. Manage the local authority's systems and processes to support the achievement of its policies, improve performance and ensure Best Value for service users and stakeholders. (*Process management*)
7. Apply a methodical and systematic approach in order to achieve successful outcomes in defined areas of activity and projects. (*Project management*)
8. Manage effectively and efficiently all workforce, financial and physical resources to fulfil the organisation's objectives. (*Workforce, finance and resource management*)
9. Implements quality assurance systems and monitor performance in service delivery. Provide written and verbal reports as well as statistical and monitoring information.
10. To participate in any on-call arrangements for the service or emergency planning as required
11. Any other relevant duties and responsibilities as may arise
12. All duties and responsibilities should be carried out in accordance with agreed Council policy and procedures, having regard to the Council's fundamental policy commitments to efficient service provision, promotion of equal opportunities and

health and safety culture, a customer focussed approach and good employee relations.

Working Conditions

- Participate in on call arrangements out of office hours.
- Flexible approach to team working
- Whilst the appointment is made to manage a special area of the service the post holder will be expected to cover the absence or support other managers as may be required by the service manager.

General

- The post holder must, at all times carry out their duties and responsibilities in accordance with Sheffield City Council policies and procedures, in particular those relating to the Officer Code of Conduct, Equality, Diversity and Inclusion, Dignity and Respect, Health and Safety and within our performance standards framework and best value.
- To undertake any other duties and responsibilities appropriate to the grade/job as may be determined between the post holder and their Line Manager.

08/09/14

ISSUE DATE:

Sheffield City Council

Person Specification

Minimum Essential Requirements	Method of Assessment
Skills/Knowledge	<i>(e.g. Interview, Application form, test, assessment, etc.)</i>
Ability to facilitate, manage and implement change	Application form, Interview
Ability to work effectively in partnership with other stakeholders and collaborators	Application form, Interview
Good communicator, written, oral and listening skills	Application form, Interview
Commitment to continuous service improvement	Application form, Interview
Ability to work in a strategic manner to ensure the organisation achieves its objectives	Application form, Interview
Employee management skills, leadership, motivation, team worker, team and employee development	Application form, Interview
Ability to use appropriate systems and processes to improve performance and achieve best value	Application form, Interview
Ability to project manage	Application form, Interview
Ability to develop and implement the needs of the organisation through planned action programmes	Application form, Interview
Budget and financial management skills	Application form, Interview assessment
Ability to understand, interpret and use relevant legislation, policy and guidance	Application form, Interview, assessment
Knowledge and understanding of the areas of work that you will be responsible for	Application form, Interview, assessment
Experience of Team management including monitoring and developing team performance	Application form
IT Awareness	Application form
Financial Management Experience	Application form
Experience of managing the delivering an operational service	Application form, Interview
Attendance at meetings outside normal working hours	Application form, Interview
Flexible approach to team working	Application form, Interview

Health Risks Specification Form

New Post Title	Team Manager
Manager Name, Job Title	Zoe Young Service Manager
Service and Portfolio	Housing Solutions Care and Support
Telephone	0114 2053118
Email	Zoe.young@sheffield.gov.uk

Duties/Risks involved

Please Click/Tick all that apply

ICT/Computer user	<input checked="" type="checkbox"/>
Moving and handling of clients	<input type="checkbox"/>
Regular manual handling objects/ furniture/equipment	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>
Noise/Vibration exposure	<input type="checkbox"/>
Confined Spaces	<input type="checkbox"/>
LGV/PCV driving	<input type="checkbox"/>
Minibus driving	<input type="checkbox"/>
Fork Lift Truck driving	<input type="checkbox"/>
School Crossing Warden Work	<input type="checkbox"/>
Night Work	<input type="checkbox"/>
Substances covered by COSHH	<input type="checkbox"/>
Respiratory and Skin Sensitizers	<input type="checkbox"/>

Sheffield City Council Role Profile Description

Date	October 2007
Family	Organisation Support
Role profile Level Number	OS4S
Purpose	
To deliver recommendations and advise on policy, business services or process development directly and through management of teams	
Role Accountability	End Result
Performance Management	
Implement quality assurance processes and monitor and report on outcomes	<ul style="list-style-type: none"> • Processes operate effectively • Programme objectives achieved
Planning	
Plan and organise own and teams' work and contribute to forward planning for delegated areas	<ul style="list-style-type: none"> • Task and duties completed and delivered on time and to quality required • Forward plans developed
Programme Delivery	
Manage self and resources allocated to deliver services and/or programmes	<ul style="list-style-type: none"> • Own and teams' work completed on time and to standard • Programme and or services achieved • Statutory obligations fulfilled • Customer expectations met
Policy Application	
Operate Council policies and ensure appropriate compliance across directorates	<ul style="list-style-type: none"> • Policy accurately and appropriately applied • Potential problems flagged up
Policy Development	
Contribute proactively to the development of policy in designated areas	<ul style="list-style-type: none"> • New policies developed
People Management	
Recruitment, training and development of team members and manage their overall performance	<ul style="list-style-type: none"> • Time managed effectively • Tasks completed on time and to required standard • Quality of team outputs maintained
Relationships	
Liaise with delivery partners to co-ordinate appropriate service delivery within a delegated area of responsibility and act as a communication link with members	<ul style="list-style-type: none"> • Provision of appropriate levels of customer service Optimum and effective provision of resources • Stakeholders informed • Mutually agree plans achieved • Legislative and procedural compliance of activities within service area
Representation	
Act as the Council's representative internally and externally, with authority to act on its behalf within nominated area/task	<ul style="list-style-type: none"> • Council reputation maintained or enhanced • Team objectives achieved

Customer Service										
Monitor service delivery and make recommendations on improvements to existing procedures	<ul style="list-style-type: none"> • Service standards improved • Customer expectations met/ exceeded • Improvement plans put forward for action 									
Resource Management										
Use allocated resources to optimum efficiency and make recommendations for improvements to meet planned or expected changes in service demands	<ul style="list-style-type: none"> • Resources used effectively • Tasks achieved on time and to required standard • New projects adequately resourced 									
Partnership										
Lead on allocated tasks on behalf of the Council as directed, respecting other organisation's cultures & standards	<ul style="list-style-type: none"> • Partnership team operates effectively • Partnership facilitated/encouraged 									
Nature of contacts and relationship (who and the nature of the communications)										
Diverse internal contacts up to director/member level, to provide advice and guidance on complex issues within own service area. Proactively building relationships with partners and leading working groups of internal and external stakeholders.										
Working Environment Context (physical, disagreeable, health and safety aspects)										
Mainly office based, but some working/travel off site. May have periods of extended or unsocial hours.										
Procedural Context (creativity, discretion, impact)										
Sustained periods of concentration and focused activity. At operational level will be free to choose between options based on experience/precedent. Ability to generate ideas and formulate solutions essential. Impact will be felt outside own area and the Council, with adverse decisions requiring time and effort to remedy, and may incur financial penalties										
Direction Received										
Under general guidance only. Will be set objectives and required to report on an exception basis and evaluate progress.										
Key facts and figure ranges (include likely size of any team managed)										
Supervisory responsibility for a team of up to 5 staff and may have to lead project teams . Team size will vary considerably from 1 or 2 people to up to approx 10										
(Note varies the degree of supervision undertaken currently varies)										
Delegated responsibility for procurement and project budgets (£000s)										
Skills, knowledge and qualifications (Formal qualifications typically required. Essential and generally preferred)										
High level of technical/analytical skills to degree standard in specialised area, and may have or be working towards relevant professional/vocational qualification. Extensive interpersonal skills including negotiating, influencing, communication and presentation. High level people and project management skills										
Work Knowledge										
Broad understanding of strategic context of the Council's operations, and extensive operational knowledge										
Work Skills and Equipment Operated										
Technical proficiency in advanced software application										
SM1	SM2	SMD	CRE	CON	DDIS	DCON	RES	WWD	KS	TOTAL
4	2	0	4	5	3	2	1	3	5	526

Addenda for specific Team Manager Posts.

Housing First Team Manager

- Lead on operational delivery of Housing First Project
- Manage Housing First workers and ensure they are working in a strengths based way
- Provide advice and assistance to workers
- Attend Panel when needed
- Over see the collation of a defined range of information and outcomes.
- Maintain a partnership approach and promote the housing first model
- Be responsible for the health and safety within the team and manage any risks
- Be responsible for regular reports on the service as required
- Plan a rota for the team over 7 days and participate in the on call rota