

Job Profile

Reference Number	00107
Role Title	Team Manager NRPF
Grade	P03
Directorate	Adult Social Care, Health and Housing
Service Area	Operations
Reports to	Service Manager

Role Purpose

- Manage a team whose task it is to identify, assess and address the needs of service users and carers, and to establish, monitor and review support to meet these needs. Responsible for the performance and supervision of individual members of the team ensuring statutory and Departmental policies and guidelines are complied with and performance targets are monitored and delivered.
- Alongside the Service Manager/ District Manager, responsible for service improvement, defining the benefits and assessing progress towards realisation and achieving measured improvements.
- Accountable for expenditure against allocated budgets within Department guidelines set out by the Service Manager/ District Manager and maintaining effective monitoring systems for the same.

Duties, Responsibilities and Accountabilities

- Will provide effective and structured supervision in line with the Division's Supervision Policy, including induction where appropriate, to a number of workers within the Team and be responsible overall management of the team.
Will hold staff meetings and support positive communication within the team and service
- Will apply Council policies, particularly in respect of industrial relations, recruitment and selection, health and safety, training and development and Equal Rights & Diversity.
- Make decisions on expenditure to support individuals and families within Department guidelines and maintaining effective monitoring systems.
- Will establish eligibility for service in accordance with statutory responsibilities, Care Act, Children Act, European Convention on Human Rights, Community Treaties and other legislation and continuing care criteria, policy objectives and service priorities ensuring the team assesses the complexity, level of risk and urgency of individual service requests. Work with the Home Office,

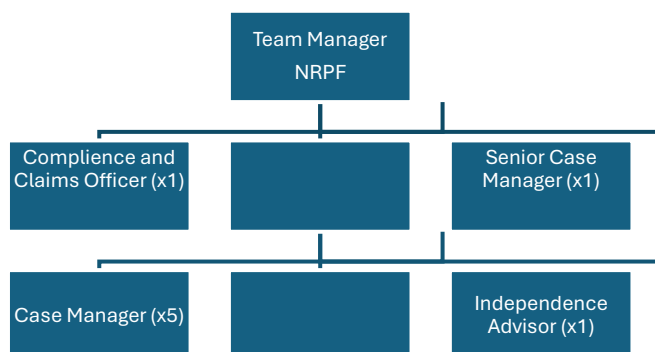
other statutory agencies to ensure that policies and procedures are upheld. Ensuring that the needs of ethnic minorities and other disadvantaged groups are met.

- Will participate in the development of services within the Division and ensure that service shortfalls are identified and recorded.
- Will develop effective multi-disciplinary working relationships with partner agencies who are involved in the assessment and delivery of care services, and the appropriate development and management of locality working. Will chair and minute meetings, including multi-agency reviews, of complex cases where appropriate.
- Will control work allocation within the team and ensure that work is allocated appropriately with regard to priority and level of worker. Will ensure the maintenance and development of systems for reviewing individual workloads and the quality and quantity of service delivery provided by the team as required by the Service Manager/ District Manager.
- Will ensure that assessments and care plans are clear in purpose, objectives, targets and outcomes and that these are agreed with the service user and (where appropriate) his/her carer and they are monitored and reviewed as agreed and be recorded on appropriate systems.
- Manage, support and participate in the duty system for responding to initial contacts / referrals made to this service. Participating in front line practice when required for more complex and vulnerable service users.
- Will investigate complaints and concerns regarding service users, carers and other professionals and provide reports and draft responses within the Council's complaints procedures.
- Audit and management of the pre-payment card service. Including the ability to suspend payments until audit and or other investigations are complete.
- Will contribute to or lead project groups or working parties and to develop the service within the philosophy and principles of current and new legislation and related government guidance.
- Will work with the Assistant Service Manager to identify and agree a personal and team development programme via the appraisal process in line with organisational targets.
- Responsibility for identifying, tracking and realising the benefits and outcomes required in making service improvements. Will contribute to the commissioning of services within the area from independent providers and commission/purchase to meet individual needs of user.
- Ensuring the effective implementation of workforce development and support arrangements. Will monitor the performance of an assessment and support team and take action to improve where necessary.

Dimensions of role (direct or indirect as applicable) e.g. total number of staff managed, total budget, total scope of role

7 Direct line reports

Structure Chart (showing direct reports)



Knowledge / Skills / Experience required

- The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.
- Must have 5 years experience working directly with a NRPF service.
- Due to the Government's Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the Advanced threshold level which will be applied where the postholder requires a greater level of sensitive interaction with the public.
- You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview).
- Carries out the working practices, procedures and basic operations across a specialist area or number of specialist areas.
- Uses knowledge, safety and environmental policies , procedures and regulations, including risk in own area and/or other areas of work
- Uses a range of specialist ICT systems across own work area and or across other areas of work.
- Oversees or contributes to the management of a budget , keeping costs within agreed levels for own section/team
- Uses, interprets, analyses, communicates complex numerical information.
- Understands the legislative framework that people subject to NRPF.
- Understands the work of the national and regional groups.
- Understands the Modern Slavery Act and the impact of people trafficking.
- Understands the work of the NRPF network.

Key benchmarked competencies, traits and motives required to successfully deliver the role. These will support recruitment, succession planning, development and performance management		Essential
Health and Safety	Uses knowledge of Health, Safety policies, procedures and regulations including risks in own area of work	Yes

IT Packages	Uses a range of complex IT packages relating to area of work	Yes
Service Improvement	Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery	Yes
Continued professional Improvement	Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area	Yes
Communication	Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face.	Yes
Numeracy & Literacy	Demonstrates a high level of numeracy, literacy and accuracy across a range of activities	Yes
Relevant Professional Qualification	Educated to degree level or holds a relevant professional qualification and/ or demonstrable work delivered to degree level standard	Yes
Carries out performance management	Covers the employees' capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.	Yes
Communicates Effectively	Covers a range of spoken and written communication skills required as a regular feature of the job. This includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information.	Yes
Carries Out Effective Decision Making	Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. This includes planning and organising, self-effectiveness and any requirements to quality check work.	Yes
Undertakes Structured Problem-Solving Activity	Covers a full range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. This includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships.	Yes
Operates with Dignity and Respect	Covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.	Yes
Practices Appropriate Leadership	Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do.	Yes

Operates with Strategic Awareness	Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.	Yes
Delivering Successful Performance	Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.	Yes
Applying Project and Programme Management	Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning	Yes
Developing High Performing People and Teams	Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.	Yes

Applicants with disabilities are only required to meet the essential key benchmarked competencies (clearly marked)

Completed by:	Julie Parker	Date:	23/10/26 (Template Transfer)
Quality checked:		Date:	