



**LONDON BOROUGH OF MERTON**  
**CHILDREN, SCHOOLS AND FAMILIES DEPARTMENT**  
**JOB DESCRIPTION**

**POST TITLE: Team Manager**

**Grade: ME15**

**DIVISION/SECTION: Children, Schools and Families - Education**

**Location: Civic offices**

**Responsible to: Head of Service Education Manager**

**Responsible for: My Futures Team Key Workers x 5, SEND Key Worker, Counsellor & Data Tracking Manager**

**Post number:**

**Date: September 2019**

## **1. MAIN PURPOSE**

To manage the My Futures Team within the department and co-ordinate the allocation and supervision of cases from pre-NEET and post-NEET referrals, as well as the NEET and Not Known list.

The purpose of this post is to manage the team dedicated to delivering services to young people, identified as in need of support, as part of the council's My Future's ETE team.

The post holder will be responsible for the day-to-day delivery of services and the supervision and deployment of designated team members, to achieve the objectives of the RPA agenda, to fulfil quality assurance standards and targets, to monitor performance against local and national goals and targets, as well as meet the risks, safeguarding and welfare needs of the client group.

Be on call for the team, during day to day sessions, home visits and activities

## **2. MAIN DUTIES AND RESPONSIBILITIES**

- To manage My Futures team key workers and the data tracking team
- Develop systems and processes to support the team and delivery of its strategy
- Ensure safeguarding of vulnerable young people at the centre of working practices
- To lead, manage and inspire programme staff to develop and deliver the highest standards of work practice and support to young people
- Oversee the running of holiday programmes
- Support the NEET & Not Known within YOT, LAC and SEND teams
- Work alongside the towards employment team to source work experience opportunities
- Work with Universities to create links between My Futures young people and higher education
- To establish effective operational links and work with colleagues at LB Merton and partner agencies to develop operational initiatives and working practices
- Assist and support the service Manager in the development of services, quality assurance practices and compilation of performance data for local and national reporting
- To deputise for the Service Manager when required
- Manage the budget for the My Futures team
- Lead on the online presence of My Futures via social media

## **3. Leadership, Service Development & Quality Assurance**

- Manage the effective allocation and monitoring of all work activity
- To chair monthly team meetings and case presentation panels
- Maintain the highest standards in all aspects of casework practice, promoting the drive towards continuous improvement
- Demonstrate and maintain excellent analytical and evaluative skills and to take part in working groups set up to improve the quality of practice and service delivery
- To provide advice, mentoring and assistance in casework matters to members of the team
- Participate positively in professional supervision and annual appraisal review, taking personal responsibility for the quality of practice
- Ensure continuing professional development and training is effectively delivered through regular appraisal, supervision and review
- Ensure that at all times, the programme team delivers a coordinated, personalised response to the needs of all young people
- Provide support to programme management to help develop services to ensure the delivery of significantly improved outcomes for young people
- To perform a quality assurance role ensuring the review of all programme outputs within the team

- To have development and operational responsibility for a number of functional themes within the team including work around Quality Assurance Processes, Risk Management Panels, Apprenticeships and various practice issues
- To ensure that systems are in place for the allocation of work and the review, auditing and closure of cases and to help develop and maintain case management systems for the operational management of the team
- To co-ordinate the referrals from partnership agencies of young people who are aged 13 to 19 and allocate these cases within the team
- Collation of data, as required, for management reporting
- To contribute to operational working groups, network and planning meetings and reviews, as required
- With the assistance from the data tracking team, to develop and maintain the NEET and Not known list which is current and as accurate as possible and to use this list to allocate NEET cases to the members of the team.
- To have annual review meetings with the named schools link and ensure that SLA's are in place

#### **4. Work with internal partners and external agencies**

- To work with statutory and voluntary partners to ensure that all relevant activity is focused on improving outcomes for young people
- Build professional credibility within the multi-professional partnership by achieving practice standards and meeting performance targets consistently; providing accredited practice teaching as required
- Participate in partnership activity in the delivery of the work that the team delivers
- Proactively consult and report back on the views and opinions of local stakeholders
- To develop and maintain positive working relationships with internal partners in LB Merton for the purposes of delivering the programme
- To represent the team at panel meetings such as YOMP, MASE, EWG

#### **5. Staff Management**

- Management and support of frontline staff responsible for delivery of the My Futures team's programme and ensuring they are effectively deployed to meet the needs of the young people
- Promote and develop excellent performance of staff
- Assist with the recruitment, selection, appraisal and review of all staff involved in the team
- Ensure continuing professional development and training is effectively delivered through regular appraisal, supervision and review
- Ensure staff are motivated, encouraged and supported to contribute to the development of a quality service

- Promote a high standard of recording by workers and to quality assure the standard of recording via the supervision process
- Manage poor practice, capability, disciplinary, complaints and grievance procedures as required
- Monitor staff leave, absence and sickness on ITrent
- Ensure that all team members are made aware of and understand the health and safety procedures of Merton Council and those specific to the team
- Ensure that all reasonable mechanisms are introduced to reduce identified health and safety risks, and that incidents are reviewed to enable the necessary revisions to take place

## **6. Service User Engagement and Involvement**

- Actively pursue service user feedback on the quality of services delivered and use the information gathered to develop the quality of the service user experience
- Ensure at all times young people are at the heart of service provision and developments

## **7. Financial Management and Commissioning**

- Manage the budget for the team and authorise expenditure, where appropriate, within the Council's policies and procedures

## **8. National Links**

- As appropriate to learn from other areas' activities to improve and develop the Merton programme

## **9. Other duties**

- Effective on-going communication to all partner agencies, stakeholders and service users
- To ensure that development opportunities are taken and achieved, where appropriate, in line with performance objectives, mandatory training, career pathways and individual opportunities identified with Manager
- To carry out all responsibilities and duties with due regard to the Council's Equal Opportunities Employment Policy
- Have regard for the health and safety of persons and premises under your management and operate within LB Merton Council's Health and Safety policies and procedures (complying with health and safety legislation) in relation to the responsibilities of the job
- To maintain confidentiality and not divulge to anyone personal and/or confidential information to which they may have access during the course of their work
- To work flexibly to meet the needs of the My Futures team which will include 'out of hours', evening and weekend work

- To undertake duties commensurate with the grade of the post as required from time to time



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**PERSON SPECIFICATION**

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**Date: September 2019**

**1. Knowledge**

- 1.1 Excellent understanding and knowledge of adolescence, young people's issues and needs.
- 1.2 Excellent understanding of post 16 options for young people and the current options available for 16 to 19 year olds who are resident in Merton.
- 1.3 Good knowledge of the role and function of other agencies and services within the community for young people and their families

**2. Skills**

- 2.1 Ability to develop relationships with young people which gains their trust and confidence both one to one and in groups.
- 2.2 Ability to lead, deploy, appraise and manage the Youth key Workers within the community sub team so that they work effectively and to deal with poor performance.
- 2.3 Ability to coach your team to identify and meet the needs of young people in accordance with the Team's casework model.
- 2.4 Competent in the use of Information technology and inputting data into data bases on a daily or weekly basis and able to audit the data in putting of your team.

- 2.5 Ability to carry out a needs assessment of young people in need, compile an action plan and evidence outcomes.
- 2.6 High level of ability to work in partnership with colleagues from other agencies, schools, colleges, training providers and community organizations.
- 2.7 The vision and record of success on how to meet the needs of young people who are facing barriers to reaching their potential through key work and through using a youth work approach.

### **3. Experience/Training**

- 3.1 Qualification in youth work to a minimum of level 4 or equivalent in a related discipline such as social work, teaching etc
- 3.2 Previous management and/ or supervision experience is essential
- 3.3 Substantial experience of working with young people who are Pre/NEET and securing post 16 destinations with them
- 3.4 Substantial experience of working with young people based on a case work one to one and group work model.

### **4. Other requirements**

- 4.1 A commitment to equal opportunities and to work in an anti-discriminatory way with young people and managing staff.
- 4.2 Availability and willingness to work flexible hours, including evenings and some weekend work.