**JOB DESCRIPTION**

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| **1.** **JOB DETAILS** |  |
| **Job Title:** | Team Leader (Assistant Manager) |
| **Location:** | North/East/West |
| **Team/Directorate:** | Care SBU |
| **Responsible To:** | Housing With Care Manager (Service Manager) |
| **Responsible For:** | All staff within the service |
| **Indirectly Responsible For:** |  |

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| 2. JOB PURPOSE |  |

Contribute to leading a team to deliver an excellent standard of Housing with Care, which is safe, person-centred and promotes independence and dignity, positively enhancing the lives of the people we support.

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| 3. KEY RESULT AREAS / PRINCIPAL DUTIES AND RESPONSIBILITIES |

**3.1 Main Duties and Responsibilities**

* Contribute to the delivery and implementation of the Care Strategy to achieve the strategic objectives of Hanover which are Happy Customers, Desirable Home and Resilient Organisation.
* lead, and motivate staff for the delivery of an efficient Care and Housing Management Service.
* Contribute to a collaborative working environment with all internal and external customers, to facilitate the smooth effective delivery of a care service.
* Coach, mentor and motivate staff on their performance management to provide an excellent service to current and future organisational needs as well as your own personal development needs.
* Contribute to and support the delivery and improvements of a housing management service to meet customer and legislative requirements.
* Support the service delivery plan to meet legislative and organisational requirements.
* Contribute to and embed policies and procedures to ensure that services delivered meet organisational and legislative requirements.
* Contribute to with HR department's robust recruitment of staff required to provide a safe environment.
* Contribute to managing the budgets for the overall service in partnership with the finance department and your line manager.
* implement agreed supplier and contract management, ensuring value for money and adherence to SLAs.
* Deliver services to meet our agreed Key Performance Indicators and Service Level Agreements.
* Provide appropriate and requested data to management as part of the reporting framework and provide data to support business decisions as required.
* Managing the delivery of Catering service that adhere to Environmental Health regulations.
* Manage the delivery of an ancillary service to meet customer and legislative requirements.
* Provide advice and guidance to internal / external customers on care and housing services to ensure a compliant, professional, high-quality service.
* Assume responsibility in the absence of the Manager.
* Manage formal processes for your direct reports by working in partnering with the HR team and conducting investigations or hearing disciplinaries and appeals, where required, to ensure an impartial, prompt, and confidential approach is taken and fair outcomes are delivered, in line with employment legislation, best practice, and HR policies and procedures.

# 3.2 Key Relationships – Internal & External

**Internal**

Provide information, support and develop working relationships relevant to each role

* Board
* Executive Leadership Team
* Senior Management Team
* Operational Management Team
* Budget Holders
* People Managers
* Colleagues within own SBU
* Colleagues across set / all SBU’s

**External**

Work with external stakeholders and auditors to develop and maintain relationships as well as provide information as requested including meeting legislative requirements such as annual returns. Providing information as required.

* Regulators (TSA, Scottish Housing Regulator, etc.)
* Corporate Customers
* Hanover Customers
* Scottish Government
* Care Inspectorate
* Solicitors
* Insurance Providers
* Scottish Federation of Housing Associations
* Funders such as Banks
* Auditors
* Telecare Suppliers and other Telecare Providers
* Health and Social Care Partnerships
* Contractors
* Environmental Health Professionals

# Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
* Comply with safe working practices as defined by Hanover.
* Complete online training as and when required.
* Take reasonable care for your health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.4 General

* Be aware of and always adhere to Hanover’s policies and procedures.
* Take part in performance reviews and one-to-one meetings with your manager throughout the year.
* Cooperate with other Hanover departments to achieve good outcomes for our customers, colleagues, and contractors.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.
* Be an ambassador of Hanover’s values and behaviours at all times and demonstrate high levels of integrity in the course of your duties.

**3.5 Other**

* Always apply Hanover’s values and behaviours to every aspect of the role.
* Protect and enhance the interests and reputation of Hanover internally and externally.
* Act as a role model and always treat colleagues and customers with integrity and respect.
* Comply with Hanover’s Code of Conduct.

**TEAM LEADER (ASSISTANT MANAGER)**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications and specific training** | Ability to get SSSC registration as a supervisor within Housing and Care services.  Ability to undertake SVQ 3 Health and Social Care  Ability to undertake SVQ 3 Leadership and Management | Alternative supervisory qualification |
| **Experience** | Demonstratable experience of a housing support service  Demonstrable experience of a care service |  |
| **Knowledge** | Understanding of Housing management including rent arrears.  Understanding of Health & Social Care standards.  Understanding of SSSC Codes of Practice.  Understanding of performance management.  Understanding of health & safety including risk assessments | Awareness of Cooksafe and food hygiene  Awareness Of COSHH  knowledge or experience of Dementia |
| **Skills** | Developed communication skills both written and verbal.  Developed IT skill  Developed Customer Care skills  Developed numeracy skills  Developed Teamworking skills |  |
| **Personal attributes** | Key Behavioural requirements within role.  Aligned to Hanover Values:   * Respect * Accountability * Collaboration * Inclusion |  |
| **Additional requirements** | Work environment  Physical Demand  Travel  Hours  Participate in local on call | It may be necessary at times to cover shifts including weekend working and over nights.  You will be paid mileage when on company business and have access to transport. |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**