

JOB SPECIFICATION
Post Ref: PR103

Job Title:	Team Leader
Line Manager:	Head of Operations
Salary Scale:	SCP26 £30,451 to SCP28 £32,234
Purpose of the job:	To manage teams and functions of Carers Leeds to provide a high-quality service to our users
Location:	Leeds
Hours:	35 per week

Main responsibilities and duties:

- Accountable for all the team activities
- Leading the team members including the provision of regular support and inspiration
- Creating and implementing operational plans for the team
- Developing the competency and ability of the team through effective training and development
- Managing the service delivery of the team in line with the specifications from commissioning bodies
- Developing and maintaining feedback and monitoring processes on the service being provided
- Writing monitoring and feedback reports for external funders when required
- Carrying out relevant case work as required
- Taking the lead role in specific projects in line with the work programme of Carers Leeds.
- Leading the operations of Carers Leeds as part of the OMT
- Managing lone working arrangements at Carers Leeds and being on call when required for our Guardian 24 process.
- Providing cover for core Carers Leeds services including the Advice Line

Core Behaviours:

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

- Showing a willingness to help others to provide the best service to our carers
- Putting carers first at all times



- Going the extra mile for our carers and workforce
- Being proactive and enthusiastic to improve the service we provide
- Having a 'can do' attitude
- Being polite and courteous to carers and work colleagues
- Taking pride in providing a quality and timely service
- Develop ourselves continually to be experts in the service we deliver

Carers Leeds Values – All employees must:

- Have respect & dignity
- Welcome the involvement of carers and volunteers with a view to reflecting the diverse communities we serve
- Promote a positive image of carers and their vital role, that it is valued and recognised
- Support carers in the choices they make
- Support carers to ensure they are able to access a wide range of support services and that we strive to develop new ways of working to meet the needs of the carer.

Respect for service user Confidentiality

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role

(Please see the Person Specification below)

Person Specification

Applicants for this role should use their application form to show that they meet all of the essential criteria outlined in the person specification for the position. If they fail to demonstrate this in their answers, or are unable to meet the criteria, it is unlikely they will be shortlisted for an interview for this post.

	Knowledge and Understanding	Essential/ Desirable	How identified Application / Interview
1	A clear understanding of the issues affecting carers	E	A
2	Knowledge of the legislation and policies affecting carers	E	A
3	Experience of managing functions/activities	E	A
4	Experience of managing team members	E	A
5	Experience of quality and other management standards	E	A
6	Experience of managing projects	E	A
7	Experience of writing funding bids	E	A
8	An understanding of safeguarding principles and processes	E	A
	Skills and Competency		
	Ability to manage teams effectively	E	I
	Able to create monitoring and quality review reports	D	I
9	Excellent communication skills (verbal and written)	E	A/I
10	Able to create and deliver monitoring and progress reports	E	A/I
11	Ability to work effectively with IT and digital processes	E	A/I
	Behaviour and Personal Attributes		
12	Can demonstrate the behaviours which align to Leeds Carers values	E	A/I
13	Ability to demonstrate confidentiality	E	A

*If you have any questions regarding the role then please contact Stephen Taylor
stephen.taylor@carersleeds.org.uk*