Cumberland Council

Post Specification

Date	**June 2025**
PG Number	**7232**
Post Title	**Team Manager – Community Equipment Service**
Job Family	**Organisational Support**
Job Family Role Profile	**OS15**
Final Grade	**Grade 15**

To be read in conjunction with the job family role profile

Service Area description

Provider Services – Cumberland Care
Community Equipment Service

The Community Equipment Service provides a range of equipment and services to Health and Social Care customers to enable people to continue to live at home and to remain independent for as long as possible.

Purpose of this post

- To take specific responsibility for the delivery of community equipment services across Cumberland.
- To support the Service Manager in ensuring the consistent delivery of high-quality services countywide.
- To share responsibility for the leadership and overall delivery of community equipment services across the footprint of Cumberland.
- The role involves working in partnership with external organisations to develop integrated working with health, social care, and other external stakeholders

Key job specific accountabilities

1. To have overall responsibility and accountability for the service area to ensure that all regulatory and legal responsibilities are met and maintained.
2. To lead and manage the delivery of the service in line with the standards set within the Care Act 2014 and The Health and Social Care Act 2008 and any subsequent amendments.
3. To lead and manage a team focusing on areas including the reduction of DTOCs and other national performance measures. Ensuring that the service delivers maximum value for money and meets both national and locally determined targets.
4. Responsibility for robust and resilient service delivery across the service area. Having operational responsibility for input into development and delivery of service. Feeding into business continuity planning processes and ensuring that service contingency planning is in place, accurate and up to date.
5. To support the development of the team, including implementation of a full range of HR procedures within the service area regarding recruitment, discipline, and performance and attendance management.
6. Assess and manage the operational risks of the service to ensure staff comply with all relevant Health and Safety procedures e.g. Risk Assessments, Incident Reporting, Infection Prevention, Manual Handling, Road Traffic Act, PPE, to ensure the safety of self, colleagues and customers.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• Cost Centre devolved budget holder and budget management
Staff Management Responsibilities	• Management responsibility for all operational staff, mainly exercised through line management of Senior Technicians and Technical Assistant.
Other	• Required to be part of the CES teams out of hours on call arrangement

Essential Criteria - Qualifications, knowledge, experience and expertise

- NVQ Level 5 or relevant degree, or relevant experience, or equivalent training in related discipline or significant experience in a similar role
- Extensive experience of leading and motivating teams to deliver services to individuals
- Extensive experience of leading change.
- Experience of managing in a political environment
- Experience of successfully delivering a customer focussed service and the ability to work collaboratively and influence others to achieve agreed outcomes.
- Experience of working in or with senior managers of a Local Authority or other large and complex organisation, including motivating and managing multi-disciplinary teams, people management, change management, strategic planning, and performance management.
- Evidence of formulating, leading and implementing strategies, which cross service or professional boundaries. Including evidence of delivering outcomes in collaboration with others.
- Experience of leading cultural and behavioural change in support of new ways of working, to improve the experience or outcomes for the customer.
- Highly developed communication, challenge and negotiating skills with the ability to engage with a wide range of audiences. Clear commitment to excellent customer service.
- Well-developed analytical and problem solving skills, including the ability to coach others in these.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Job working circumstances

Emotional Demands	• Exposure to some situations that could be emotionally demanding
Physical Demands	• Predominantly office based, with minimal physical demands
Working Conditions	• Predominantly office based but required to travel around and occasionally outside the county to varied Council or partner office and service delivery sites. • Willingness to work flexibly.

Other Factors

- Ability to work flexible hours to take account for particular problems