

JOB DESCRIPTION
Team Leader

JOB TITLE: Team Leader	GRADE: E
DEPT: Delivery	
REPORTS TO: Performance Manager	

Adviza is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

JOB PURPOSE

- 1) The post holder will lead a team to deliver the Adviza Service to young people and adult customers to achieve the targets and objectives, set out in Adviza's Strategic Plan.
- 2) The post holder will take responsibility for planning, delivering and monitoring the impact of our delivery; managing team performance against company standards and project targets.
- 3) The post holder will lead on the allocation of local resources, project management and support of all front-line staff delivering Adviza's service for young people and adults.

MAIN DUTIES AND RESPONSIBILITIES:

- To deliver the Adviza service that achieves key targets and objectives identified in Adviza's Strategic Plan and the local Operational Plans.
- Be accountable for the quality of the services delivered to young people and adults in their area.
- Take responsibility for the day-to-day arrangements of delivering a service from an Adviza Centre &/or other locations (eg. back office, School) both during the week and potentially on Saturdays.
- Take responsibility for the working arrangements and relationships with other key providers in their area (education providers, training providers, employers, Job Centre Plus). This includes managing contracts with Schools that purchase directly from us.
- Ensure that all front-line staff receive appropriate communications, understand the standards of work expected of them and are ambassadors for the service.
- Lead, coach and support a team of staff, in their personal development, to improve them as individuals, ensure we meet targets and develops the quality of the service as a whole.
- To undertake a caseload of young people (if relevant) either in the community or in an education setting.

- Undertake monthly supervision sessions with staff and 'observations of professional practice' to motivate, monitor performance and encourage them to improve the quality of delivery to young people and stakeholders.
- Performance manage staff and projects effectively to ensure full delivery of contracts and targets are achieved.
- Ensure that all staff record information on clients in a timely and accurately manner onto the central data information system/s.
- Monitor and respond to young people's feedback on the service they have received.
- Lead and manage additional projects as required.

Number of employees supervised:

Up to 13

PERSON SPECIFICATION
Team Leader

JOB TITLE: Team Leader	GRADE: E
DEPT: Delivery	
REPORTS TO: Performance Manager	

KEY CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS, TRAINING AND EXPERIENCE	<p>Holds a level 4 professional qualification in a Adviza related discipline e.g. Youth Work, Careers Guidance, Teaching, Social Work, Education Welfare</p> <p>Experience of supporting and coaching staff to improve performance.</p> <p>Experience of working with young people and/or adults in a variety of settings and from a range of social and cultural backgrounds.</p> <p>Experience of developing and working with multi-disciplinary teams or groups.</p> <p>Experience of working with statutory and voluntary organisations supporting young people and adults.</p>	<p>Experience of running a centre that will be used by young people and/or adults.</p> <p>Experience in creating organisational and cultural change.</p> <p>Experience of leading work within a multi-disciplinary team.</p> <p>Experience supervising and leading a team of people.</p> <p>Experience of supervising and leading staff who are remotely based.</p>
COMPETENCE SUMMARY (Knowledge, skills and abilities.)	The ability to identify a problem, present a solution and to implement the outcome.	<p>Knowledge and ability to use and update various client databases.</p> <p>Ability to use Microsoft Word, Excel, Powerpoint.</p>

KEY CRITERIA	ESSENTIAL	DESIRABLE
	<p>The ability to implement policy and procedural changes by gaining commitment from team members and ensuring they are adhered to.</p> <p>Knowledge and understanding of the personal, social and educational development needs of young people and adults and commitment to involve them in the development of Adviza.</p> <p>Ability to coordinate, monitor and evaluate service delivery.</p> <p>A good working knowledge and usage of ICT systems and a willingness to develop skills to an advanced level to enable remote working.</p> <p>Ability to remotely lead staff, set challenging targets and provide effective performance management.</p> <p>Excellent interpersonal, presentation and communication skills.</p> <p>Excellent organisational skills, including the ability to balance competing priorities and meet agreed deadlines.</p> <p>Ability to think creatively and adopt innovative ways of working in order to be an effective agent of change.</p> <p>Advocate for young people's rights and equality of opportunity.</p>	

KEY CRITERIA	ESSENTIAL	DESIRABLE
<p>WORK-RELATED PERSONAL REQUIREMENTS</p>	<p>Enthusiasm and determination for leading a team of people.</p> <p>Be able to deliver a difficult message in a compassionate but assertive way.</p> <p>A team worker who is keen to lead by example.</p> <p>Committed to staff development and continued learning.</p> <p>A flexible working approach.</p> <p>Commitment to quality and continuous improvement.</p>	<p>Ability to maintain a positive attitude within politically sensitive areas.</p>

SPECIAL FACTORS:
<ul style="list-style-type: none"> ➤ Must be prepared to travel mainly within operational delivery area and occasionally nationally and regionally. ➤ Prepared to occasionally work out of office hours in order to respond to demands of the role. ➤ Share with Adviza, the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.