

TEAM MANAGER

Applicant

Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

We would like to thank you for your interest in the Team Manager role within Sefton Council's Children's Services.

This is an exciting opportunity to join the Children's Help and Advice Team (CHAT) . As a team manager you will be responsible for a team ensuring that children and families receive an excellent level of support and ensure their needs are identified from the first telephone call and referral received. You will in partnership with colleagues from within the council and the multi-agency partnership.

The Job Description and Person Specification for this role are included within the job pack. If you have any questions about the vacancy, please refer to the job pack for the appropriate contact details.

If, when you've finishing reading this pack, you like what you see, and Sefton's Vision and Values align to yours then we can't wait to hear from you.

Best of luck!



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

This is pivotal role in Children's Service working as a manager in the front door team – Children's Help and Advice Team you will be responsible for overseeing and ensuring the safety of children and families when we first get to know them.

Working closely with social workers and multi-agency partners you will ensure that children experience a timely service, considering their needs and interventions required and who is the right service to support families.

The role requires someone who is motivated, organised and can demonstrate leadership skills. We are looking for a manager who will support the team during the transition to Family Help developing and support the team and wider service during this period of transformation.

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is 5th May 2026 5pm

Provisional interview dates are Friday 15th May 2026

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



Appendix A – Job Description and Person Specification

Post: CHAT Team Manager
Team: Children's help and advice team
Manager in Children's Social Care
Location: Magdalen House
Grade: M / SCP43

Responsible to: Service Manager
Responsible for: Qualified and unqualified team members

JOB PURPOSE

To hold operational responsibility for and lead the development of the MASH/CHAT service in conjunction with Partner Agencies and the Service Manager in order to ensure that effective, integrated and well informed decision making leads to early help.

To provide a service that safeguards and promotes the welfare of vulnerable children, young people and their families by taking a multi-agency approach to address need and lead to improved outcomes, whilst managing the reputation of the Service and the Council.

To ensure that the service responds to new challenges, priorities and requirements whilst maintaining the Council's statutory obligations and using resources in the most effective manner.

MAIN DUTIES

Practice

1. Ensure the Council meets its statutory obligations to safeguard children, complying with legislation, policy and procedures and relevant frameworks.
2. Work within safeguarding frameworks to investigate and manage risk where children and young people have experienced or are likely to experience significant harm.
3. Hold leadership and management responsibility for the operational service delivery of the MASH/CHAT and ensure that professionals within the team are also



able to access specialist guidance from and are accountable to their employing agency.

4. Working within a governance framework, support the Service Manager in developing procedures and agreeing protocols for multi-agency working including the application of IT systems for case management and sharing of confidential information.
5. Ensure that all relevant information is gathered to create a comprehensive chronology that informs risk assessments and enables timely, well informed decision making that leads to right outcome for the children and family.
6. Ensure that screening decision making is robust by providing challenge and critical reflection with detailed analysis informing professional judgements.
7. Demonstrate a critical knowledge of the range of theories and models for social work intervention with individuals, families, groups and communities, and the methods derived from them.
8. Be fully conversant with the outcome statements from Assessed and Supported Year in Employment (ASYE) and the Professional Capabilities Framework (PCF) requirements in order to assess and monitor the progress of ASYEs and social work students within the team.
9. Apply the principles of the Working Together Framework to promote best outcomes for children, young people and families.
10. Work collaboratively with internal and external colleagues to co-ordinate service delivery. To chair/contribute to multi agency and Service meetings.
11. Actively engage in risk management policies, procedures and practice and to advise Senior Managers of resource shortfalls and recommend improved methods of working where appropriate.
12. Model effective communication skills appropriate to role and communicate effectively in highly charged or challenging circumstances.
13. Encourage and ensure that children, young people, families, and significant others are involved in and contribute to assessment planning, interventions and decision making and that their wishes are recorded accurately.

Resources

14. Be responsible for key decision making in relation to resource allocation, service delivery, closure of work and all day to day operational matters whilst achieving best value in the way those services are delivered.



15. Ensure that resources are used to optimum efficiency including authorising and managing expenditures within prescribed devolved budget.

Performance Management

16. As a member of the leadership and management team for the Service area, contribute to the strategic and policy developments in the area of work/service including marketing the MASH service and influencing and negotiating with partner agencies.

17. Apply performance targets, performance management and support processes including the development and monitoring of team plans, and provision of statistical and performance management information relating to the work of the MASH/CHAT.

18. Provide professional supervision within Service area, modelling good practice and reflective supervision skills.

19. Deliver effective personal caseload supervision and mentoring; undertake performance development reviews; manage disciplinary issues for a team of social workers.

20. Liaise with the managers from other professional areas to ensure that team members access supervision, maintain continued professional development within their specialist area and that any performance development and disciplinary issues are addressed.

21. Model inclusive practice in relation to identity and diversity, challenging any issues of concern within the organisation.

22. Allocate work to team members in accordance with statutory requirements, strategic frameworks and departmental policies and procedures.

23. Manage, monitor and support the use of the Integrated Children's System (ICS) in-house database and contribute to the development of a management system.

24. Monitor that the service is meeting its agreed outcomes with regard to reducing the number of referrals to social care, reducing repeat referrals and ensuring that the wider workforce understands the thresholds for referral.

25. Ensure that complaints are fully investigated in line with the Service's complaints procedure.

26. Assist with or as delegated, take responsibility for staff recruitment and selection procedures and appointments.

27. Maintain own Continuous Professional Development and develop a high level of professional knowledge through research, and reading, providing a source of



expertise and developing specialist knowledge as required. To maintain and develop the required management knowledge and expertise.

28. Lead a team of staff including induction, training and personal development, absence management, retention, grievance/discipline/capability, succession planning, workforce planning.

29. Ensure that client information data is lawfully gathered, accurate, up to date, and only divulged in accordance with the Data Protection Act 1998 and the local government common law duty of confidentiality. Failure to apply these duties can lead to the individual or the Service facing court proceedings.

GENERAL

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and it's grading.

This job description applies to a number of jobs within Children's Social Care, the team (and office location) that staff undertaking this job description are allocated to could change at the discretion of management following consultation with individual post holders.

In addition to his/her principal duties the post holder will be expected to contribute more widely to the overall development of the Service and the Council. You may be required to be available to contribute to the Out of Hours Service.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

All employees are expected to be committed to the Equality and Diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

This post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. You are therefore not entitled to withhold information about convictions which for any other purposes are 'spent' under the provisions of the Act and any failure to disclose such convictions could result in dismissal or disciplinary action by the Authority. Any information given will be completely confidential and will be considered only in relation to the positions to which the Order applies.



Date: June 2024

Name: Alex Jones

Designation: Service Manager

SPECIAL CONDITIONS

- Occasional work outside normal hours may be required.
- A flexitime scheme is currently in operation.

GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



**SEFTON COUNCIL – PEOPLE DIRECTORATE
PERSON SPECIFICATION**

Please read the guidance notes before completing your application form.
Please demonstrate, with examples, how you meet the criteria for the post, as set out below.

Job Title: Team Manager

Post Number: Various

Criteria	Essential	Desirable	Assessment Method	
Qualifications	Social Work Degree or equivalent		C	
	Current registration with HCPC		C	
	A recognised Management Qualification or commitment to work towards.		C/AF/I	
Experience	Significant post qualification experience in statutory Children's Social Care Services.	Experience of managing within a multi-agency environment	A/I	
	Experience of working with complex families/complex case management.		A/I	
	Experience of working in a multi-agency environment.		A/I	
	Experience of working and reporting within a court environment.		A/I	
	Experience of supervising social workers and other social care staff.		A/I	
Demonstrable skills, knowledge and aptitudes	Ability to demonstrate effective leadership and management skills including detailed knowledge of organisational policies and data protection relating to a multi-agency environment.	Ability to demonstrate strategic thinking.	A/I	
	Knowledge of Children Act 1989 /2004, Adoption & Children Act 2002, Children and Young Persons Act 2008, other appropriate legislative frameworks, statutory guidance and processes for Looked After Children and Children subject to Child Protection Plans.		A/I	
Demonstrable skills, knowledge and aptitudes continued	Knowledge of the Assessment Framework and other relevant assessment and planning tools including agreed Evidence Based Assessment tools.	Ability to demonstrate effectively the role of a Corporate Parent. Ability to demonstrate advanced skill level in applying needs-led assessment and planning and model the use of Evidence Based Assessment tools.	A/I	
	Knowledge of child development and family dynamics.		A/I	
	Advanced theoretical, practical and procedural knowledge across the relevant legislative and statutory frameworks that underpin social work practice.		A/I	
	Ability to demonstrate excellent organisational skills in planning and organising own time and creating work schedules for self and others, prioritising and managing fluctuating caseloads.		A/I	
	Ability to apply solution focused approaches to problem solving and make decisions of a highly complex nature with consideration of associated risk factors.		A/I	
	Ability to model and use reflective supervision and promote a culture of reflection.		A/I	
	Ability to promote positive approaches to diversity and create an environment where people are safe to challenge		A/I	
	Ability to research, cascade and incorporate new guidance and procedure into work quickly and effectively and use to inform professional decision making.		A/I	
	Demonstrable skills, knowledge and aptitudes continued		Ability to demonstrate negotiation and influencing skills .	A/I

Prepared by: Marlyn Banham Date: June 2013
Method of assessment: A = Application Form, I = Interview, C= Certificate, T= Test, P = Presentation

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	<p>Ability to apply effective conflict resolution skills.</p> <p>Ability to meet the demands of the service and produce work to a high standard within set timescales.</p> <p>Ability to take advantage of, and effectively use information technology including ICS and to ensure and manage the consistent use across the team.</p> <p>Ability to work within professional and ethical standards including the HCPC Code/Standards of Conduct for Social Workers.</p> <p>Ability to demonstrate commitment to own professional development and that of other colleagues.</p>		<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Special requirements	<p>This post is registered as exempt from the Rehabilitation of Offenders Act 1974 and in accordance with the Police Act; the successful candidate must be able to obtain satisfactory Enhanced Disclosure and Barring Service (DBS) check in order to be appointed to the post. In this respect a criminal record check will be undertaken prior to confirmation of appointment.</p>	<p>This post is designated casual car user.</p>	<p>C</p>
Other	<p>Ability to understand and demonstrate a commitment to equality and diversity.</p> <p>Must be legally entitled to work in the UK.</p>		<p>A/I</p> <p>C</p>