

# Post Specification

## Post Specification - Key Information

- **Post Title: Support Services Team Leader**
- **Date: June 2025**
- **Post Group Number: 7065**
- **Job Family: People Care and Development**
- **Job Family Role Profile: PCD10i**
- **Final Grade: 10**

To be read in conjunction with the job family role profile.

## Service Area Description

Adult Social Care vision is “People living in a place they call home with the people and things that they love, in communities where they look out for one another, doing the things that matter to them.”

The service has a key role in influencing and shaping service models in Westmorland and Furness, and ensures that in all instances people are supported to achieve their most independent outcome in keeping with the Promoting Independence and Wellbeing Programme and becoming a community powered council

## Purpose of this Post

Improve the outcomes for people in Westmorland and Furness through the supervision and organisation of the day-to-day delivery of efficient and effective business support and specialist services across the Care Services areas within the Adult Social Care directorate.

## Key Job Specific Accountabilities

1. To supervise, recruit, lead, develop and motivate teams providing specialist / complex functions across the directorate including implementation of all relevant HR policies and procedures, meeting statutory duties under the Care Act 2014, including safeguarding and other specialist functions, and acting as service lead where necessary.
2. To organise and co-ordinate business critical business support and specialist teams' work ensuring the capacity is used appropriately and flexibly and performance monitored to meet changes in demand and the needs of the service/council in accordance with the Care Act 2014, Mental Health Act and other relevant legislation. Overseeing the provision of a high level of customer service through the services. To act as systems administrator and service lead where necessary.
3. To have full operational knowledge and understanding of all roles within the line management of this post. Making day-to-day operational decisions and dealing with complex operational issues. Through the provision of clear advice and operational support of stakeholders and approving actions outside standard operational delivery.
4. To ensure that relevant statutory obligations are met through checking service specific processes and systems to support the directorate adhere to statutory deadlines and requirements,(including performance tracking and provision of management information).

5. Supporting and implementing service improvement through making recommendations for change, reviewing service delivery and quality requirements, planning and participating in projects as appropriate and identifying gaps in service. This includes supporting the organisation in an emergency response as required and maintaining business continuity in the event of such incidents.

*Please note: Annual targets will be discussed during the appraisal process.*

### Key Facts and Figures of the Post

- **Budget Responsibilities:** Manage agreed resources to support budget management.
- **Staff Management Responsibilities:** Manage specialist Business support staff supporting Adult Social Care within a number of localities across Westmorland and Furness Council.
- **Other:** Required to work from other office locations across Westmorland and Furness Council to meet business requirement.

### Essential Criteria

- NVQ4 Level or equivalent experience with knowledge in the relevant work areas
- Knowledge of complex and diverse processes, procedures and systems within the relevant service areas.
- Knowledge of relevant legislation and political awareness relating to service area
- Knowledge of specialised equipment relating to service area
- Experience of managing/supervising and motivating staff and work allocation
- Experience in customer service and dealing with Stakeholders including dealing with the public (for example 1-2 years)
- Proven experience in a demanding role working with a range of IT systems/packages
- Experience of resource allocation to ensure peaks and troughs of work are managed
- Experience of devising, implementing, monitoring and maintaining accurate administration filing systems
- Experience of supporting successful budget monitoring
- Experience of developing and monitoring service performance.
- Ability to travel

### Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

### Job Working Circumstances

- **Emotional Demands:** Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public – dealing with the most complex situations within both business support and specialist teams. Working in a highly demanding pressurised environment, which at times can be stressful. Dealing with difficult situations, conflict and resolution.
- **Physical Demands:** Travelling across a number of localities to support staff in teams throughout Westmorland and Furness Council. Working at a computer screen for long periods.
- **Working Conditions:** Reading/Looking at subject matter of a distressing nature or dealing with distressed members of the public – dealing with the most complex situations within both business support and specialist teams. Working in a highly demanding pressurised environment, which at times can be stressful. Dealing with difficult situations, conflict and resolution.