

# Team Manager – Participation

**Salary Range: £48,969 - £55,797**

**Grade: Level 4, Zone 2**

**Location: 5PS / Crowndale / 1a Churchway**

**Reports to: Service Manager – Participation &  
Progression**



# About the role

The overarching strategic aim of the Participation and Progression arm of the Integrated Youth Support Service will be to ensure that vulnerable young people are given the access and support to achieve a successful transition into adulthood.

As Team Manager you will manage a team of youth workers and managers who are currently delivering high quality and successful programmes such as The Camden Summer University, The Avalon Project, Honest Grind Coffee and The Duke of Edinburgh Award.

You will look for opportunities to develop further the integration of the various projects and increasing the opportunities for inclusion of vulnerable groups into the programme and will analyse and interrogate data across the authority on vulnerable groups so that intelligence driven policies and programmes can be implemented.

You will work to balance an inclusive approach with developing the opportunities for income generation through a traded service approach.

As Team Manager you will be expected to build effective partnerships, deliver creative solution focused thinking, use data intelligence and analysis and focus on a person centred service delivery.

# About you

We are looking for someone with the passion and drive to support and drive this team to deliver more for the young people of Camden. In order to do that, these would be the key outcomes and deliverables we would expect;

To oversee the participation performance of the service through taking a strategic and operational lead on tracking and recording participation

To provide management oversight of cases within the participation team of Careers and Connexions Advisers, ensuring risk and vulnerability is addressed adequately and ensuring the quality of the personal guidance recorded interventions.

To develop a cohesive high performing empowered team that can adapt and respond to drivers and changing environment and are able to respond to changes triggered by both users and Service needs. This will include the delivery of externally funded programmes to support young people who are NEET or at risk of NEET (Not in Education, Employment or training)

To utilise effective planning, monitoring and evaluation techniques to map, analyse and assess the quality of the work being delivered, and support a creative and personalised approach to supporting young people reviewing regularly against quality assurance (e.g. Matrix Kite Mark), local and national standards and inspection frameworks, taking action when required to address work that falls below a satisfactory standard.

To ensure service users are involved in the assessment, planning and delivery of interventions, ensuring that the service user's feedback informs service development and delivery.

To establish and maintain strong partnerships with relevant professionals and agencies to share information, reduce duplication and enable young people access to other services. E.g. SEND team, Economic Development, Youth Offending and Looked after Children's services.

To act as operational lead for the respective team and represent the Service/Council in various forums as required, offering information, advice and data as and when required.

Undertake all relevant managerial and administrative duties, including budget and asset management, completion of reports, supply of statistical/management information and delivery of externally funded programmes.

To contribute to the development of service plans and procedures for the service to ensure these reflect the needs of young people.

# The things you'll achieve

## Experience

- You will have significant post-qualification experience of working children and young people's services such as Youth Offending Service, Connexions, Youth Work, Substance Misuse, Social Work etc. or possess substantial experience in a similar post.
- Proven experience of leading and managing a multi-disciplinary diverse team.
- Proven experience of working successfully in a multi-agency and in partnership context.
- Proven experience of successfully managing and deploying resources according to service need in
- Proven experience of managing a complex budget and understanding of traded services
- Proven experience of supporting staff and partners to develop and deliver outcome focused service provision
- You will have experience of effective planning, monitoring and evaluation techniques.
- Proven experience of working with a substantial degree of autonomy and personal responsibility
- Experience of providing management oversight of cases within the team, ensuring risk and vulnerability is addressed adequately.

## You have

- The ability to be able to respond to changes triggered by both users and Service needs.
- An understanding around sharing information appropriately and sensitively both within and outside the organisation to ensure participation of as many young people as possible
- A passion for ensuring service users are involved in the assessment, planning and delivery of interventions, and that the service user's feedback informs service development and delivery.
- The ability to analyse and assess the quality of the work being delivered, reviewing regularly against quality assurance and local and national standards and inspection frameworks, taking action when required to address work that falls below a satisfactory standard.
- The confidence to act as operational lead for the respective team and represent the Service/Council in various forums as required, offering information, advice and data as and when required.

# Other important information...

## People management

Management of all staff delivering projects under the Participation team. Some of your staff will have their own line management responsibilities.

## Work environment

- This role is primary office or project site based between 5 Pancras Square, Crowndale Centre and Avalon Project.
- The role may require attendance at Youth Courts, Crown Courts, secure estates, Police stations and community facilities, School, Colleges and home visits.
- The role may involve working unsocial hours, including evenings. There is a requirement to be able to work flexibly and outside normal office hours when required and be flexible and adaptable to ensure consistent provision of service.

## Who you will be working with

This role involves oversight of the team's practice and interaction with the client group, community and professional partners. The public contact element of the team involves regularly coming into contact with people, some of whom may at times be challenging and as the manager the post holder would be expected to address any concerns raised in the context of the work.

## The application process

We look forward to hearing how you meet the description in the "About You" section. If shortlisted, the interview will consist of a pre-prepared presentation and a set of skills based questions based on the Camden Ways.

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

