

Role Title	Team Manager
Job Family	Families & Homes
Competency Level	Manager
Pay Scale	PO6
Purpose	
The Waltham Forest VAWG Model is an externally evaluated, ground-breaking and innovative project in VAWG prevention, supporting survivors and perpetrators of Violence against Women and Girls (VAWG) in various community settings and businesses, including gyms, hair & beauty salons, community organisations, and faith organisations within an identified area. The postholder will strategically lead and manage the delivery of the WF VAWG Model, ensuring the service meets all Council, professional, and legislative requirements. They will oversee the VAWG Team's day-to-day operations, covering survivor support, perpetrator engagement, community mobilisation, and training delivery. They will be responsible for project management, including developing bespoke engagement plans for each community setting. Building and maintaining strong relationships with each community partner is an essential element vital to the success of this project. The postholder will develop and oversee a training programme for internal and external partners, ensuring VAWG training is available to all council departments and strategic partner agencies, including social care, health settings, housing, and schools. We seek a self-motivated leader who can drive the team and project to achieve all required goals and outcomes. We are looking for an individual who is enthusiastic about developing this new approach to VAWG work. The Team Manager will be based within community settings, and the role will involve some travel to these locations. The postholder may be required to undertake other duties appropriate to the grade and needs of the service.	
Generic Accountabilities	End Results/Outcomes
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. Service delivers excellent customer service.
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge	Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of

and advice to colleagues, managers and partner organisations.	expertise. Responses to major corporate or partner initiatives / complex operational issues are managed effectively. Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.

Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
To be responsible for team performance management.	Provide the staff team with day-to-day management and case supervision. Hold monthly supervision and reviews with each team member.
Engage with operational services, stakeholders and partners to ensure commitment to improving service delivery through effective team management.	Produce quarterly monitoring reports and present data on the WF VAWG Model and outcomes achieved at various meetings and forums. Work alongside partner agencies in Waltham Forest e.g., the Independent Domestic Violence Advocacy (IDVA) service, Police, Probation, children's centres, the Waltham Forest VAWG team. Support with contract management of commissioned services. Work closely with external evaluators to support the evaluation of the pilot.
Oversee schools training delivery plan.	Responsible schools training delivery across boroughs primary and secondary schools and colleges. School's training programme will focus on resilience building for primary school children and VAWG prevention with secondary school pupils.
Oversee communications campaign.	Liaise with campaigns team, VAWG team, partner agencies and residents to codesign a communications campaign raising awareness of domestic abuse and the pilot scheme.
Advocate for survivors to access the support they need.	Work alongside partner agencies in Waltham Forest e.g., the Independent Domestic Violence Advocacy (IDVA) service, children's centres, the Waltham Forest VAWG team. Support the team in making referrals to Children Social Care, Adult Social Care, the Daily Risk Management (DRM) meeting and the Multi-Agency Risk Assessment Conference (MARAC) for any cases where high risk factors and/or safeguarding concerns have been identified. Support and encourage VAWG team to share risk and safety information where necessary to reduce risk and harm to the survivor and any children ensuring that their safety planning with survivors is informed by their

	knowledge of the perpetrator's behaviours and level of risk. Identify any challenges faced by minoritized women and girls and work with the team and the London Borough of Waltham Forest to adapt our approach where needed to meet their needs.
Undertake proactive work exploring new and emerging opportunities.	Work with the VAWG team to develop an ongoing schedule for community engagement. Support the team to identify training needs at various community settings, internal and external partner agencies Develop promotional material to be displayed in community settings. Coordinate and deliver case consultation offered by the team to internal and external partners, including social care, health settings and schools.
Shows commitment to continued professional development.	Engage in supervision and case reviews Engage in clinical supervision offered by Waltham Forest. Attend training identified as necessary for this role.
Nature of Contacts	
Frequent contact with Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues. Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments. High levels of tact, sensitivity and diplomacy is required.	
Procedural Context	
Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation. Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility. Manage complex issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity,	

and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Post holder will oversee operational decisions.

Post holder will normally report into Head of Service.

Key Facts and Figures

Delegated responsibility for project budgets.

Monitoring and controlling major financial transactions /information.

Effectively control significant budgets / resources.

Manage teams of staff.

Resourcing

Budget Responsibilities: 158k for communications campaign and resourcing schools training delivery.

Supervisory Responsibilities: Operational and/or clinical supervision of Prevention & Support Officers, Prevention & Intervention Officers and a trainer.

Knowledge, Skills and Experience

- A good understanding of VAWG
- An understanding of how violence and abuse disproportionately affect women and girls and how VAWG is both a cause and a consequence of gender inequality and a manifestation of Misogyny
- Understanding of risk and best practice in engagement with perpetrators of VAWG
- Experience managing and supervising teams is essential
- Experience carrying out frontline VAWG work is desirable
- Experience of developing and delivering VAWG training and programmes is essential
- Experience of embedding and evaluating VAWG interventions
- Experience carrying out community work is desirable
- Experience in partnership working with voluntary and community settings
- Experience producing monitoring reports and data is essential
- Strong organisation skills and an ability to develop a consistent, systematic approach to how the whole team works with community and statutory settings

- Ability to use own initiative and work independently
- Ability to build robust and effective relationships with community settings
- Effective communication skills including the confidence to communicate verbally in new settings and at various meetings and forums on a regular basis
- Ability to be flexible and to conduct regular travel within the borough

Indicative qualifications

Educated to degree level or equivalent standard

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities that may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.