

# Assistant Team Manager Applicant Recruitment Pack

Sefton is a really great place to live and work



# Welcome

Hello,

Thank you for your interest in the Assistant Team Manager role within Adult Social Care at Sefton Council.

This is a really exciting opportunity to join our team on a fixed-term basis for 8 months, covering maternity leave. The role plays an important part in supporting the delivery of a high-quality, responsive and efficient business support service across Adult Social Care.

You'll be supervising our Business Support Assistants and working closely with me as part of the wider management team. It's a hands-on role where you can really make a difference in shaping how we support our services and colleagues.

I'm looking for someone who shares our commitment to public service, values working collaboratively, and is motivated to continuously improve what we do.

If, after reading this pack, you feel this is the right opportunity for you and that Sefton's Vision and Values reflect your own, I'd genuinely love to hear from you.

Best of luck!

Gill Falcous  
Business Support & Governance Team Manager



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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](http://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

The purpose of the Assistant Team Manager role is to support the effective delivery of high-quality business support services within Adult Social Care. The postholder supports the Business Support & Governance Team Manager, operational teams, and the wider directorate by leading day-to-day business support functions, supervising Business Support Assistants, and ensuring that processes, systems, and resources operate efficiently and in line with statutory requirements and council priorities. Working across teams and service areas, the role contributes to service improvement, governance, customer contact, data quality, and financial oversight to help achieve effective service delivery and improved outcomes for residents.

### The key responsibilities include:

- Lead and support Business Support Assistants through supervision, workload planning, and performance management.
- Coordinate day-to-day business support operations to ensure efficient, responsive, and high-quality service delivery.
- Drive service improvement by reviewing processes, implementing changes, and supporting system developments.
- Maintain oversight of data quality, governance requirements, and financial processes to ensure compliance and accuracy.
- Support the Business Support & Governance Team Manager and contribute to wider directorate priorities and cross-team working.

This role suits someone who is organised, proactive, and confident leading a busy business support service

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 **Friday, 12<sup>th</sup> June 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **Thursday, 18<sup>th</sup> June 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.**



## JOB DESCRIPTION

**Department:** Adult Social Care

**Section:** Business Support

**Job Title:** Assistant Team Manager

**Grade:** H

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**Responsible to:** Business Support & Governance Team Manager

**Responsible for:** Business Support Assistants

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## JOB PURPOSE

To lead, coordinate, and develop a responsive and efficient business support function within Adult Social Care. This role is responsible for ensuring that operational teams are supported through robust processes that align with council policies, procedures, and statutory regulations. The postholder will provide direct line management to Business Support Assistants and contribute to service development and continuous improvement.

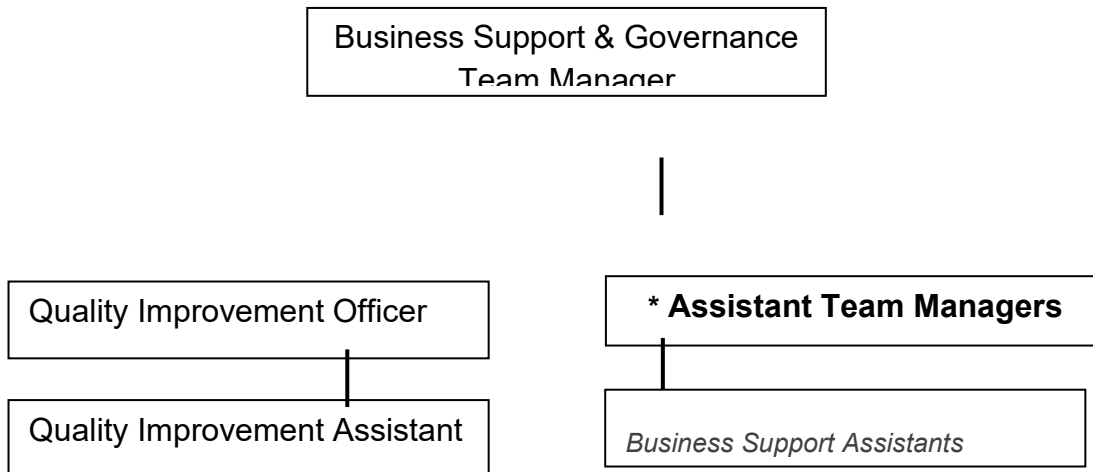
## MAIN DUTIES



1. Provide line management to Business Support Assistants, including induction, supervision, workload planning, task prioritisation, performance monitoring, and identifying training and development needs. Ensuring HR policies and procedures are applied appropriately within the team.
2. Provide ongoing support to staff handling sensitive or distressing telephone enquiries, ensuring their emotional wellbeing is prioritised and sustained through appropriate resources and guidance.
3. Support recruitment within Adult Social Care, including coordinating interviews and ensuring new staff receive appropriate equipment. Responsibility for managing agency placements, including verifying placement details, costs and monitoring contract expiry dates to ensure continuity and compliance.
4. Deliver a proactive and effective business support service by designing and implementing streamlined processes, guidance, and solutions for new and ongoing operational needs. Allocate and manage team resources to meet service demand.
5. Develop and action a customer contact function to ensure a professional, responsive, and accessible service. Promoting a strong customer service culture by ensuring that staff place people at the centre of their work, improving service outcomes across Sefton communities.
6. Monitor and support data quality within Adult Social Care systems, identifying, amending and reporting on trends or inconsistencies.
7. Support the implementation of organisational, procedural, and system changes to drive measurable improvements. Participate in system updates, workshops, and user testing for product upgrades and releases.
8. Prepare and analyse reports to ensure accuracy in payments and charges, maintaining oversight of timely financial transactions, including validating and approving invoices. Ensuring that all financial activities within the team comply with established financial regulations and policies. Identify opportunities for cost avoidance and financial efficiencies, approval and adherence to contractual agreements.
9. Coordinate the purchase and distribution of IT equipment, stationery, office supplies, and other services in line with Sefton Council procedures and financial policies. Provide comprehensive office management, facilitation and coordination of office moves, ensuring minimal disruption to service delivery and staff wellbeing.
10. Support governance arrangements such as Health and Safety and risk assessments within Adult Social care by coordinating responses ensuring that deadlines are met and duties are fulfilled. Maintain oversight of safety related responsibilities, contributing to a culture of accountability, wellbeing, and continuous improvement across service areas.
11. Deputise for the Business Support & Governance Team Manager as required.
12. Support the preparation of management reports and service updates as needed.
13. Uphold strict standards of data protection and confidentiality, ensuring all service user information is collected, stored, and shared lawfully and responsibly.
14. Undertake any other duties relevant to the grade and scope of the post to support service delivery.
15. Ensure the accuracy, confidentiality, and integrity of client records maintained by Business Support staff, in compliance with the General Data Protection Regulation 2018 (GDPR).



## ORGANISATION CHART



## GENERAL

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.

**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.

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.

Undertake, and participate in training, coaching and development activities, as appropriate.

The person appointed 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 post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

The post you are applying for is exempt from the Rehabilitation of Offenders Act 1974 and therefore you are required to declare any convictions, cautions, reprimands and final warnings that are not 'protected' (i.e., filtered out) as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013.

**Prepared by:** Gill Falcous

**Designation:** Business Support & Governance Team Manager

**Date:** August 2025



**Person Specification**

Personal Attributes Required (considerations)	Essential (E) Or Desirable (D)	Method of Assessment (suggested)
<p><b>QUALIFICATIONS/TRAINING (one or more of the following)</b></p> <ul style="list-style-type: none"> <li>• ILM Level 3 or 5 in Leadership &amp; Management</li> <li>• Level 5 Diploma in Management and Leadership (e.g. CMI or NVQ).</li> <li>• Degree in Business Management, Public Administration, or related field</li> <li>• Apprenticeship in Operational or Departmental Management (Level 5)</li> </ul>	<p>D D D D</p>	<p>C C C C</p>
<p><b>EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Proven experience supervising and supporting staff, including managing workloads, prioritising tasks, conducting inductions, and overseeing performance and development</li> <li>• Experience managing or supporting front-line contact functions, ensuring responsive, empathetic, and solution-focused engagement with individuals</li> <li>• Experience in ensuring records and working practices comply with statutory regulations and internal policies.</li> <li>• Ability to prepare high-quality reports, summaries, and data presentations to support management decisions and service improvements.</li> </ul>	<p>E E E D</p>	<p>AP/I AP/I AP/I AP/I</p>
<p><b>SKILLS/KNOWLEDGE/APTITUDES</b></p> <ul style="list-style-type: none"> <li>• Ability to manage resources and deliver high-quality support in a multidisciplinary environment</li> <li>• Strong organisational and problem-solving skills</li> <li>• Excellent communication skills, both verbal and written</li> </ul>	<p>E E E E</p>	<p>AP/I AP/I AP/I AP/I</p>



<ul style="list-style-type: none"> <li>• Strong interpersonal and relationship-building skills</li> <li>• Ability to monitor and manage budgets/resources effectively</li> <li>• Innovative thinking in identifying alternative resource solutions</li> <li>• Ability to prioritise tasks and meet tight deadlines</li> <li>• Experience developing and implementing policies and procedures</li> <li>• Ability to lead by example, ensuing team building and motivation</li> <li>• Understanding of personnel procedures and employment policies</li> <li>• Flexible and responsive approach to service needs</li> </ul>	<p>E E E D E D E</p>	<p>AP/I AP/I AP/I AP/I AP/I AP/I AP/I</p>
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Prepared by:

Date:

AF = Application Form  
 I = Interview  
 T = Test  
 P = Presentation

