

Role Description: Team Leader - West of England

REPORTS TO: Regional Lead - West of England	LOCATION: Bristol/Bath
1. WHAT CLEAN SLATE IS HERE TO DO Our vision We want to see a world where people can provide for themselves and their family, where society addresses everyone's needs and where it does not cost more to be poor. Our mission To bring about meaningful, measurable change so people on low incomes are better off, in the broadest sense, and more in control of their lives.	
2. MAIN PURPOSE OF ROLE To ensure the successful delivery of remote and face-to-face Clean Slate activities across agreed projects and activities and ensure that staff are appropriately managed and supported: <ul style="list-style-type: none"> ● Support the management of contracts / projects to ensure that service standards are met and monitoring and reporting requirements are achieved ● Recruit, train and manage Support Workers and Peer workers so that we deliver an excellent service 	
3. KEY DUTIES AND RESPONSIBILITIES <ul style="list-style-type: none"> ● Ensure there is sufficient capacity across the team to meet the demands of the service ● Manage your team of staff including Support Workers and Peer workers to ensure that they are able to deliver an appropriate level of service including: <ul style="list-style-type: none"> ○ carrying out regular supervisions ○ ensuring staff are adequately trained ○ looking out for signs of stress and adverse wellbeing in general ○ working with HR to address performance issues, including disciplinary action where necessary ● Adapt your management style to work with a hybrid team (staff working remotely and from community bases) so that all staff feel supported and part of the team ● Maintain awareness of safeguarding at all times, ensuring staff are properly trained in how to identify and report issues. Liaise with relevant bodies where necessary and ensure that the Clean Slate Safeguarding Policy is adhered to ● Be the main point of contact for community partners/ drop in partners/ commissioners / providers on a day-to-day basis to ensure the smooth running of projects ● Ensure the smooth delivery of drop in face to face services and foster positive relationship with drop in partners/community partners with a keen eye on developing new opportunities ● Review and update risk assessment for drop ins on a regular basis and communicate any updates to staff and partners promptly where appropriate ● Ensure the team is gathering data to show the impact of the organisation and incorporate the data gathered into impact reports ● Ensure records kept, evidence collated and supporting financial paperwork gathered will meet the needs of funders and commissioners ● Ensure the Comms and Publishing team is provided with data and case studies to help promote Clean Slate and its impact ● Support the development and delivery of Clean Slate's operational and HR infrastructure ● Assist in the development of new areas of work and funding, and develop funding bids and proposals ● Represent Clean Slate at presentations, community/partnership meetings and networking events, fostering awareness of our services, encouraging new relationships and exploring opportunities for partnership working ● Deputy Safeguarding Lead Responsibilities: support Safeguarding Lead with organisation-wide queries. Cover for Safeguarding Lead when not available, providing oversight, taking queries and giving instructions/advice where required. 	

General

1. Maintain high standards to deliver our service, referring any concerns or problems to the relevant manager
2. At all times adhere to Clean Slate's Code of Practice and policies and procedures, with specific reference to:
 - a. Confidentiality
 - b. Data Protection
 - c. Equal Opportunities and Diversity
 - d. Health and Safety
 - e. Quality Assurance
 - f. Safeguarding
 - g. Lone Working
3. At all times adhere to contract requirements, relevant legislation and good practice
4. Attend induction, any further training or meetings as required
5. Participate in regular supervision and support
6. Maintain records to enable Clean Slate to complete returns required by partners
7. Maintain good relations with customers and colleagues
8. Any other duties commensurate with this role

4. PERSONAL SPECIFICATION

Commitment to Clean Slate's Vision and Mission (What we're here to do)	Essential
Effective verbal and written communication skills and a commitment to working in a professional manner to resolve problems and achieve tasks	Essential
Experience of delivering support work	Essential
Experience of supervising or managing a hybrid team (i.e. staff working from home and from community bases)	Essential
Experience of working with multiple stakeholders to deliver projects	Essential
Experience of successfully developing new projects, from inception to delivery	Essential
Experience of delivering training for staff	Essential
Experience of producing reports on the impact of work for a range of audiences, particularly for funders / commissioners	Essential
Understanding of discrimination, equality and diversity issues, including those not set out in law such as how the 'poverty premium' works	Essential
Access to and ability to use internet, email and all appropriate IT and tech facilities	Essential
Valid driving licence and access to vehicle	Essential
Experience of working in the areas of money guidance or employment support	Desirable
IAG level 3 or equivalent	Desirable
Ability to communicate in a second language, ideally the language of any community affected by financial or digital exclusion such as Arabic, Bengali, French, Gujurati, Polish, Punjabi or Romanian	Desirable