LDN LONDON
Learning Disability Network London

Job Description – Team Manager

Reporting to:	**Local Area Manager**
Responsible for:	Team Leaders, Support Workers and sessional staff as allocated
Salary:	£40,000 per annum (New Rate)
Hours of work:	37.5 hours per week, with flexibility according to service needs
Location:	Based predominantly within allocated service

Job summary

The Team Manager provides visible, accountable day-to-day leadership of an allocated service, ensuring people supported receive safe, person-centred, consistent and high-quality support. The postholder leads and develops staff, oversees professional practice, manages staffing and resources, and builds confidence with people supported, families and partners.

The Team Manager is responsible for delivering agreed standards within the service and reports to the Local Area Manager, who provides management oversight across a group of services and holds CQC Registered Manager accountability. The Team Manager maintains clear day-to-day responsibility for the service, works within delegated authority and supports regulatory compliance and independent quality assurance

Key responsibilities

Leading the Team

- Provide visible leadership within the service, spending substantial time observing practice, engaging directly with people supported and working alongside staff.
- Translate LDN London's strategy, values and quality expectations into consistent daily practice and improved outcomes for people supported.
- Lead Team Leaders and Support Workers, setting clear expectations, reviewing performance, coaching and intervening promptly where improvement is required.
- Provide accurate and timely information to the Local Area Manager; escalate significant risks, serious incidents, persistent underperformance and matters requiring wider management decisions.
- Work constructively with other services and central teams, sharing learning and applying consistent organisational standard.

Quality, safeguarding and regulatory compliance

- Take responsibility for the quality, safety and experience of support within the service, including rights, choice, inclusion and the voices of people supported.
- Ensure safeguarding concerns are recognised, reported, acted on and escalated appropriately; promote professional curiosity, openness and learning.
- Use direct observation, feedback, incidents, complaints, audits and performance information to identify concerns, check actual practice and sustain improvement.
- Ensure support plans, risk assessments, medication arrangements, health and safety procedures and positive behaviour support reflect individual needs and are followed in practice.
- Maintain accurate, timely care and service records, including required digital records, and address gaps in recording or delivery.
- Support inspections, commissioner reviews and quality improvement actions, working with the Local Area Manager and Quality & Compliance team and providing evidence that actions are effective.

Workforce leadership, learning and competency

- Plan staffing and deployment to reflect assessed needs, commissioned hours, individual complexity and changing circumstances.
- Ensure effective induction, supervision, appraisal, performance management and staff wellbeing arrangements for permanent, sessional, agency and temporary staff.
- Work with Learning and Development to identify specialist skills and competencies, checking through observation and supervision that learning translates into safe practice.
- Provide formal supervision to sessional staff primarily allocated to or regularly working within the service. Where staff work across several services, agree with the Local Area Manager who will provide formal supervision.
- Address and escalate significant performance, safeguarding or competency concerns promptly, without waiting for the next supervision.

- Develop a respectful, inclusive and accountable culture in which staff raise concerns, receive feedback and understand professional standards.
- Manage routine attendance, conduct, capability and employee relations matters with People/HR support.

Operational performance, resources and risk

- Manage rotas, safe staffing, continuity and daily service delivery within commissioned support and agreed budgets; respond promptly to changing needs.
- Monitor staffing costs, overtime, agency use and other service expenditure; identify pressures early and discuss corrective action with the Local Area Manager.
- Maintain oversight of incidents, complaints, safeguarding, health and safety, maintenance and business continuity risks, ensuring accurate reporting and follow-through.
- Complete service-level checks and audits, maintain action plans and confirm that completed actions have improved actual practice.
- Use organisational digital records and assurance information to support decisions and identify trends, while checking that recorded information reflects peoples lived experience.
- Contribute to safe transitions, service changes and improvement initiatives, working with the Local Area Manager and relevant departments.

Relationships, partnerships and development

- Build trusted relationships with people supported, families, advocates and representatives, responding constructively to feedback and concerns.
- Maintain effective working relationships with commissioners, social workers, health professionals, housing partners and other agencies involved in the service.
- Represent LDN London professionally in reviews and multi-agency meetings, referring contractual, regulatory or strategic matters to the Local Area Manager as appropriate.
- Support service improvement, innovation and opportunities that strengthen outcomes for people supported.

Organisational responsibilities

- Act in accordance with LDN London's values, safeguarding duties, equality and inclusion commitments, confidentiality requirements and policies, promoting these standards through everyday leadership and practice.
- Participate in management meetings, supervision, appraisal and development activities; hold regular team meetings and share organisational updates and learning with staff.
- Work flexibly to maintain visible management oversight of the service, including some weekends and early, late or night shifts where needed to observe practice, support staff and respond to service needs. Escalate urgent matters through agreed management arrangements.

This job description sets out the principal responsibilities of the post and may be reviewed in line with organisational needs. The postholder will work within delegated authority, agreed budgets and LDN London policies and procedures, and undertake other duties appropriate to the role.

Selection criteria

Qualifications

Essential: Relevant adult social care qualification or equivalent practical experience of leading a care or support service.

Desirable: Level 5 Diploma in Leadership and Management for Adult Care or equivalent management qualification.

Experience

Essential: Experience of delivering and improving adult social care or learning disability services, including leading and supervising staff.

Essential: Experience of safeguarding, person-centred support, risk management, quality improvement and working with families and professionals.

Essential: Experience of managing rotas, staffing resources and service-level performance.

Desirable: Experience supporting a regulated service through inspection, mobilisation or significant change.

Knowledge

Understanding of CQC regulatory requirements, safeguarding, the Mental Capacity Act, person-centred support, health and safety and relevant adult social care legislation.

Understanding of workforce competency, reflective practice, positive behaviour support and the needs of people with learning disabilities and complex support needs.

Understanding of service-level budgets, quality assurance, medication safety and incident reporting.

Skills and behaviours

Visible, values-led leadership and the ability to coach, challenge and hold staff accountable.

Sound professional judgement, curiosity and confidence to act promptly and escalate concerns appropriately.

Ability to analyse records and feedback, prioritise risks, organise staff and sustain improvements in practice.

Clear communication, inclusive practice, effective partnership working and constructive handling of difficult conversations.

Strong organisation, digital literacy, accurate record keeping and financial awareness.

Role requirements

Ability to work predominantly within the allocated service and travel to other services or meetings as required.

Ability to work flexibly according to service needs, including some weekends and at times when early, late or night shifts take place.