

# COPE Ltd

## Enterprising People

### Position Description

**Position Title:** Team Leader

**Business Unit:** COPE Ltd

**Manager:** Business Manager

**Purpose of role:** To take a lead role in supporting, developing and reviewing the successful day to day operation of the business units within Cope Ltd. To act as a lead member of the staff team to provide support and employment skill development opportunities for individuals with a learning disability.

**Organisation Aim** Everyone regardless of disability should have the opportunity to work if they so wish. Given the right conditions, all adults have the potential to contribute to our local economy and in doing so will learn to value themselves and others.

**Organisational Values** Respect - We recognise each other's differences and show consideration for one another.

Equality - We believe that everyone contributes equally to the success of our organisation and as such will be valued and appreciated.

Fairness - We are committed to the principles of social justice and opposing prejudice.

Excellence - We believe in working hard to ensure we are the best we can be for our participants, staff and customers.

Accountability - We account for our activities, accept responsibility for them, and to share the results in a transparent manner.

#### Reporting Structure:

Position title of direct manager: Business and HR Manager. Also informally reports to Employability Manager regarding Participant and Supported Employees.

Position titles that report to this position: Support worker

#### Key Responsibilities

Assist to deliver the strategic direction, vision, culture and goals set by COPE Ltd Board of Directors by taking responsibility to:

# COPE Ltd

## Enterprising People

- 1.1 Report to the Business and HR Manager to ensure that all operation and business activities are undertaken in line with the organisational vision, culture, goals and policy and procedures.
- 1.2 Work with the Business and HR Manager to obtain the necessary resources to support required to meet the business unit's requirements
- 1.3 Provide the Business and HR Manager with regular feedback and reporting of team activities against the organisational Business Plan.
- 1.4 Report to the Employability Development Manager in order to assist coordinate and review the support of participants and supported employees.
- 1.5 Coordinate the management of the day to day operational delivery ensuring compliance with all appropriate legislative and associated regulations, procedures and policies including Health and Safety.
- 1.6 Ensure that all team members understand their roles and are clear regarding their areas of responsibility by providing the team with a vision of the business goals.
- 1.7 Coordinate the delegation of daily tasks to the staff team by communicating clear instructions to team members.
- 1.8 Coordinate and lead team meetings to ensure that team members receive regular organisational information and are given opportunities to provide feedback.
- 1.9 Ensure that all COPE Ltd products are produced and delivered to a high standard
- 1.10 Coordinate and lead all internal and external customers engagement ensuring high standards of customer satisfaction.
- 1.11 Identify individual training needs for team members and coordinate access to training via the Business and HR Manager.
- 1.12 Create a trusting environment, open communication, creative thinking, and cohesive team effort.
- 1.13 Coach and mentor team members to engage and adopt all organizational aims.

### **Skills required**

Tertiary qualifications or demonstrated experience working in a Business / Social environment.

Demonstrated experience in supervising staff / projects to achieve set goals.

Demonstrated experience in working with people with disabilities.

Demonstrated experience in maintaining written records.

### **Competencies required**

Ability to guide teams and monitor performance.

Ability to recognise and respond to team dynamics in line with Organisational values.

Ability to think laterally and respond to organisational challenges as part of the Management team.

Ability to be flexible, creative and be a positive role model.