

JOB DESCRIPTION	
Job title:	Team Manager
Team/Department:	As Assigned
Location:	Main place of work as agreed (with flexibility for hybrid working)
Hours of work:	As per contract, with flexibility to support service requirements, including evenings, weekends and bank holidays where required and in line with organisational policy, agreed working arrangements, and any applicable consultation requirements.
Job title the post holder will report to:	Operations Manager
Job titles reporting to the post holder:	Colleagues within the assigned team (e.g. Clinical or Non-Clinical)
Date the role profile was revised:	May 2026
JOB PURPOSE The Team Manager will lead, develop, and support colleagues to deliver safe, high-quality, and effective services for patients, ensuring all activity is undertaken in line with IC24 policies, procedures, values, and relevant regulatory requirements. The role is accountable for ensuring colleagues meet agreed performance, conduct, attendance, and compliance standards through fair, consistent, and proportionate effective coaching, objective setting and people management. The Team Manager will utilise data and escalation through the appropriate insight to drive continuous improvement and support delivery of organisational policy routes where informal support has not achieved the required improvement objectives. This role is primarily a people management function, responsible for delivering performance through colleagues rather than direct real-time operational command. The post holder will work collaboratively with operational colleagues to support safe service delivery, while maintaining clear accountability for focus on colleague capability, engagement, conduct, and development in accordance with relevant policies. The Team Manager will contribute to a positive, professional, and inclusive culture aligned with IC24 values.	
KEY RESPONSIBILITIES AND ACCOUNTABILITIES Team Management Lead, coach, and support colleagues to deliver high standards of performance, conduct, and professionalism in line with IC24 values, in addition to the Code of Conduct, local operating procedures, and relevant people policies. Operating Procedures	

- Conduct regular one-to-ones, team meetings, and annual reviews, ensuring objectives are clear, measurable, documented, and aligned to service requirements and organisational priorities.
- Identify colleague learning and development needs and work with the Education and Research Team to support colleague development.
- Manage attendance, wellbeing, capability (performance and ill-health) concerns, disciplinary matters, and grievances fairly and consistently, seeking People Team advice where required and applying organisational policies in a timely and proportionate manner.
- Foster a positive, inclusive, and high-performing team culture.
- Monitor and review individual and team performance data and implement appropriate actions to drive improvement.
- Support colleagues to maintain professionalism and deliver safe, effective services.

Performance & Service Support

- Monitor colleague and team performance against organisational, and contractual, quality, and compliance standards, using agreed data sources and governance routes to identify risks and support improvement.
- Use data and insight to identify trends, risks, and opportunities.
- Implement timely, evidence-based, and proportionate interventions to support improvement, ensuring actions are documented and progressed in line with relevant policy and management guidance improved team performance.
- Support service delivery teams to maintain safe and effective service provision.
- Maintain awareness of operational pressures and escalate risks, themes, or concerns appropriately through defined governance and management routes to support safe and effective service provision.

Systems, Quality & Governance

- Ensure adherence to organisational policies, procedures, governance requirements, employment law and regulatory standards, including CQC requirements where applicable.
- Participate in quality assurance processes, audits, and service reviews.
- Maintain accurate records and reporting aligned to governance standards.
- Support investigation and management of complaints, incidents, and learning outcomes.
- Promote a culture of safety, professionalism, and accountability across the team.

Recruitment & Workforce Planning

- Support recruitment and selection processes, including interviews where required and ensure safer recruitment principles are adhered to.
- Ensure compliance with all pre-employment checks and onboarding requirements.
- Oversee induction and manage probation in line with organisational policy, ensuring expectations are clearly communicated, appropriate support is documented, and performance standards are reviewed before confirmation of appointment achieved.

- Work with the People Team and Education and Research Team to support workforce development, colleague capability, succession planning, and compliance with mandatory training requirements.
- Ensure effective workforce management practices including annual leave, rota adherence, and timesheet processes (where applicable).

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

We are an inclusive employer, welcoming applications from all backgrounds, communities, and industries. We are committed to building a team that represents a variety of perspectives and skills.

- Communicate clearly, professionally, compassionately and in a timely manner.
- Share relevant information, updates, and guidance to support team effectiveness.
- Represent the team or service in meetings as required.
- Encourage open communication, feedback, and continuous improvement.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. We have extensive experience working in diverse and dynamic communities and are passionate about improving equitable access to care. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

VALUES

Respect

We recognise each other's differences and show consideration for one another and the environment we live in.

Innovation

Our people are made to be brave, and at IC24 we celebrate brave ideas and brave people. Innovation is at the heart of what we do. We develop our own clinical systems, which not only demonstrates innovation but value for money too.

Care

We're committed to providing the best possible care to our patients and our people. We believe in getting our patients the right care. For our people, we have a host of health and wellbeing initiatives to make sure they're supported in the workplace. This includes access to free counselling support.

Excellence

We strive to be the best in everything we do. We give our people access to a host of learning and development opportunities, because an investment in our people is an investment in patient care.

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure

that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly or is subject to harassment or victimisation on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. We are committed to ensuring that information is handled with the utmost respect, dignity, and care for all individuals. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We safeguard not only because it is a statutory duty, but because we believe in upholding every individual's right to safety, protection, and respect. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults

who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. Where changes are proposed, open dialogue and consultation with the post holder will be prioritised to ensure mutual understanding and respect for individual circumstances.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	- Formal leadership or management qualification, e.g. CMI Level 3 in Management and Leadership, or an equivalent recognised management qualification or demonstrable equivalent management experience. - Demonstrable leadership capability or experience. - Commitment to continuous professional development.	Training in quality improvement or change methodologies.	
Experience	- Experience working within a team-based environment. - Experience managing or leading colleagues. - Experience using data or systems to inform decisions. - Experience managing people processes (performance, absence, conduct and Employee Relations). - Experience working under pressure and managing competing priorities.	- Experience in healthcare, contact centre, or urgent care settings. - Experience delivering service improvements or change.	
Practical skills	- Strong communication and interpersonal skills. - Emotional intelligence and resilience with ability to demonstrate empathy and self-awareness. - Adept at making objective, evidence-based decisions - Ability to coach, motivate, and engage colleagues. - Confident in interpreting and applying performance data.		

Requirements	Essential	Desirable	How identified
	• Ability to prioritise workload and manage competing demands. • Professional, calm, and effective under pressure. • Solution-focused with a commitment to continuous improvement.		
General	• Flexible approach to work and willingness to travel where required. • Commitment to delivering high standards of service and patient care. • Professional, reliable, and accountable.		