



A MENTAL HEALTH SOCIAL MOVEMENT

8-10 WEST STREET, OLD MARKET, BRISTOL, BS2 0BH · 0808 808 9120
REGISTERED CHARITY #1085351 · OTRBRISTOL.ORG.UK

Job Pack **Team Manager (Bristol)**

Thank you for your interest in this role, please find below some information to help you decide whether to apply. In the interests of equality CVs will not be accepted, so please apply via the website. Applicants will be assessed on their ability to meet the criteria listed in the Person Specification.

The closing date for this role is **10th August 2025 at 11:59pm** and interviews will be held on **18th or 19th August 2025** with second interviews likely to take place on **25th or 26th August 2025**. Candidates shortlisted for interview will be informed by email - we are not able to offer individual feedback to unsuccessful candidates at application stage.

To have an informal discussion about the role, contact **Bianka – bianka@otrbristol.org.uk**

Safeguarding

OTR is committed to safeguarding and promoting the welfare of children and young people. We expect all staff, trustees, and volunteers to share this commitment.

As part of our Safer Recruitment practices, all roles involving contact with young people will be subject to robust pre-employment checks, including references, a full employment history, and an enhanced Disclosure and Barring Service (DBS) check. Where applicable, overseas criminal record checks will also be required.

We are dedicated to creating a culture of vigilance, transparency, and accountability. Our safeguarding procedures are guided by the principle that the welfare of the child is paramount, and all staff are required to adhere to OTR's Safeguarding and Child Protection Policy.

Role Summary

Job Title	Team Manager (Bristol)
Salary	OTR Band C+ Starting salary dependent on experience £33,973-£35,026 fte (£27,178-£28,020 pro rata)
Hours	30 per week 0.8fte
Contract	Permanent
Leave	Flexible - our basic entitlement is 32 days (pro rata). However, OTR operates a flexible leave policy and you are entitled to request as much leave as you would like and need
Pension	With The People's Pension - up to 3% employer contribution on qualifying earnings
Location	Based at OTR, 8-10 West Street, St Phillips, Bristol, BS2 0BH, but with regular travel across OTR's geographical footprint - Bristol, North Somerset, and South Glos. (BNSSG)
Accountable to	Head of Youth Services
Job Purpose	<ul style="list-style-type: none"> • To lead, develop, and coordinate the delivery of OTR services across Bristol • To ensure high-quality, youth-led mental health and wellbeing support that aligns with local needs while remaining consistent with OTR's wider vision and strategic priorities. • To manage and supervise a multidisciplinary team, ensuring a positive, inclusive, and high-performing team culture. • To work collaboratively with other Area Team Managers and the Service Impact Manager to embed cohesion, best practice, and continuous improvement across all OTR services. • To oversee partnership development and stakeholder engagement, ensuring that young people have access to a broad range of mental health and wellbeing services. • To act as the clinical and safeguarding lead for the area, ensuring all service activity is safe, well-governed, and responsive to young people's evolving needs.
Key Relationships	<ul style="list-style-type: none"> • Area Team Managers and Service Impact Manager • SLT • OTR staff and volunteers • Hive Team • NHS and other statutory providers • Local Authorities • Schools, Colleges & Further Education Institutions • Community Organisations & Youth Services • Funders & Commissioners

Role Description

Leadership & Management	<ul style="list-style-type: none"> ● Provide day-to-day leadership and operational line management to team members across Bristol which includes CYP Wellbeing Practitioners, Community Development Workers, and Engagement & Participation Workers. ● Lead a collaborative and inclusive team culture, ensuring strong communication and shared learning across different locations. ● Adapt service delivery to the diverse needs of young people in all aspects of diversity and in both urban and rural settings. ● Build and maintain effective partnerships with NHS, local authorities, schools, and community organisations to maximise reach and impact. ● Ensure OTR's mission, policies, and values are embedded into everyday practice and decision-making. ● Act as the primary contact for commissioners and contract holders for Bristol's service delivery. ● To Lead on development and delivery of Key Performance Indicators and targets for Bristol and then monitor performance ensuring organisational and contractual targets are being met and issues/barriers are managed and addressed as they arise. ● Ensure fit for purpose, safe and well-managed service delivery spaces in partnership with internal and external facilities teams. ● Work closely with the Fundraising Team on bids and tenders and for central funder relationships ● Work with the Service Impact Manager to ensure delivery model fidelity and consistency and that service delivery integrates with OTR's strategic priorities and regional collaborations. ● Lead on recruitment, induction, and retention strategies for the area team. ● Lead on budget development and financial management for Bristol, providing oversight and taking action on income and expenditure.
Supervision	<ul style="list-style-type: none"> ● Provide high-quality supervision, coaching, and support to all direct reports in a group and 1:1 context. ● Ensure teams feel valued, included, and well-supported in their professional development. ● Attend monthly one-to-one meetings with your line manager as agreed. ● Implement OTR's appraisal and development system, promoting a culture of continuous learning and growth. ● Support staff well-being and promote a safe and positive work environment. ● Ensure that staff are equipped with the necessary training, tools, and resources to deliver high-quality services.
Risk & Safety	<ul style="list-style-type: none"> ● Act as DSO for Bristol, ensuring all young people at risk are appropriately identified, escalated, and supported – supporting onward referral of OTR clients to statutory service where appropriate. ● To proactively Implement and operationalise OTR's safeguarding and risk management frameworks across Bristol, supporting practitioners to embrace risk thoughtfully and positively. ● Provide safeguarding and building cover on a rota basis, including both in-person and on-call support, out of hours and weekend cover, ensuring timely and effective responses to safeguarding concerns and incidents ● Support staff in managing complex risks, ensuring appropriate action is taken to protect young people, staff and volunteers.

	<ul style="list-style-type: none"> ● To ensure contemporaneous and accurate record keeping of all clients on IAPTus, and/or any OTR reports, particularly those flagged as at-risk. ● To escalate all critical incidents to the appropriate level internally, including to DoS and CEO if appropriate. ● Maintain oversight of quality assurance, safeguarding, and risk management within the Bristol team.
Monitoring & Evaluation	<ul style="list-style-type: none"> ● Ensure service performance is monitored accurately and effectively on OTR's data systems (e.g., IAPTus), ensuring all contracted KPIs and reporting requirements are met. ● To ensure the service delivers against contracted and targeted outputs and outcomes ● Work closely with the Service Impact Manager and fundraising team to compile qualitative service reports and case studies for funders, stakeholders, and internal evaluation. ● Develop a curious and data-driven culture, ensuring that service delivery is responsive to young people's needs and experiences. ● Support the continuous improvement of data collection, analysis, and impact measurement.
General	<ul style="list-style-type: none"> ● To work within the spirit and framework of all OTR policies, governance, and delivery philosophy and to keep up to date with relevant training and professional development, especially in relation to Equality, Participation, Confidentiality, Vulnerable Adults and Child Protection and Safeguarding. ● Engage in training and development opportunities appropriate to the role. ● Represent OTR at external events, meetings, and strategic forums, advocating for youth mental health and wellbeing and making connections. ● Work closely with the other Area Team Managers and the Service Impact Manager to ensure consistency and cohesion in service delivery across regions. ● Contribute to the development of best practices and service innovations within the organisation. ● Work collaboratively with other OTR teams, supporting cross-organisational learning and integration. ● Ensure all personal and sensitive data is handled in line with GDPR and OTR policies, respecting and maintaining the confidentiality of all staff, volunteers and young people. ● Commit to OTR's core values, including youth empowerment, participation, and inclusivity. ● To operate within a 6 day service which will involve some evening and weekend work.

Person Specification

	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • A recognised degree in youth and or community work/development, social work, sociology, or related discipline. Or, demonstrable professional experience to an equivalent level. • Evidence of ongoing professional development. • Level 3 Safeguarding training as a minimum 	<ul style="list-style-type: none"> • A recognised qualification in supervision. • Level 4 safeguarding
Experience	<ul style="list-style-type: none"> • Proven experience managing health, youth, or social care services. • Experience managing service delivery teams to deliver target outcomes and impact • Experience of managing safeguarding, confidentiality and risk. • Experience in leading teams, providing supervision and performance management. • Experience of multi-agency working, with a clear commitment to partnership development. • Demonstrated expertise in bringing together and motivating diverse teams 	<ul style="list-style-type: none"> • Experience of electronic case management software. • Experience in community development. • Experience in developing funding applications and securing income streams. • •
Knowledge	<ul style="list-style-type: none"> • Excellent knowledge of the issues and pressures facing young people, and issues surrounding access to support. • An excellent understanding of anti-oppressive practice and equalities issues. • Strong safeguarding knowledge and experience in risk management. • Knowledge of a range of service delivery models, and the ability to see opportunities and adapt services accordingly. • Understanding of mental health and wellbeing support for CYP, youth participation, community-led approaches, and intersectional inclusion. 	<ul style="list-style-type: none"> • Good working knowledge of local services in Bristol for young people, safeguarding and health care pathways. • Good working knowledge of routine outcome measures and the ability to turn practice into evidence. • Knowledge of local authority and NHS structures.

	<ul style="list-style-type: none"> • Excellent knowledge of good leadership and management practice. 	
Skills & Abilities	<ul style="list-style-type: none"> • Ability to build robust and transparent relationships, both internally and externally. • Excellent management skills with the ability to lead a diverse team with a range of needs and skills. • Excellent organisational skills and the ability to prioritise and manage a demanding and varied workload. • Ability to engage critically with the work and the field of mental health. • Ability to manage multiple projects, budgets, and strategic priorities. • Strong problem-solving, decision-making, and solution-focused leadership skills. • Ability to implement efficient systems and processes, ensuring services run smoothly and effectively. • Ability to identify, implement and embed continuous improvement. 	<ul style="list-style-type: none"> • •
Personal Qualities	<ul style="list-style-type: none"> • Collaborative and diplomatic. • Supportive and encouraging. • Resilient; able to model good self care. • Values-led, with a personal commitment to equality, diversity, social justice and change. • A strong personal interest in and commitment to the mental health and wellbeing of children and young people. • A demonstrable commitment to personal growth and development. • Commitment to anti-oppressive practice, inclusion, and equity. 	<ul style="list-style-type: none"> • Ability to present in a compelling way to internal and external stakeholders •
Other	<ul style="list-style-type: none"> • Ability and willingness to travel across Bristol, effectively, as required. • Willingness to work flexibly, including some evenings and weekends. 	<ul style="list-style-type: none"> • A driving license and access to appropriate transport

About us

OTR is a mental health social movement by and for young people. The charity is at an exciting stage of its 60-year history and is proud to be reaching more young people than ever before (over 17,000) across Bristol, South Gloucestershire, and North Somerset with creative and diverse mental health and wellbeing information and support.

Our approach to mental health is grounded in a set of beliefs and assumptions that underpins all our work. We believe in celebrating diversity, empowering and mobilising young people to make change, and that catering to the unique strengths, interests and circumstances surrounding young people is key. Our approach centres on collaboration and partnership, building relationships between individuals, peers and communities.

Each day is as engaging and fulfilling as the last, and with a network of supportive, community minded people, we hope you'll feel welcome here. As a thank you, we like to compensate our employees for the important work they do with a range of benefits including a flexible leave policy, healthcare cost assistance with HealthShield, flexible and hybrid working arrangements, enhanced sick pay, parental leave, continual training and development, and many in-house events and initiatives.

At OTR, whatever your role or professional background, you will be expected to work in a way that is anti-oppressive and inclusive. A key focus for OTR is to develop an organisation that is inclusive for all but we do not claim to be experts in this. We are committed to continuous learning and improvement in these areas and invite you to join us on this journey.

OTR recognises the benefits to individual practice and organisational credibility of having a diverse community of staff and volunteers and to this end is continually working towards building and maintaining an environment which values and pursues diversity accordingly.

We recognise that tackling systemic inequality, prejudice, racism and oppressive practice requires each of us to actively engage, self-examine and make changes where necessary, to improve access and equitable experience for all in society and all of those who come through our doors at OTR.

What we value:

- **Championing Humanity:** valuing the inherent dignity of each and every person, supporting and celebrating expression of identity in all its forms
- **Being Curious:** taking an interest in how things work and could be improved, noticing and exploring perceptions and experiences whether collective or individual
- **Positive Disruption:** naming systems, structures, and attitudes that hinder supportive social change, seeking ways to overturn barriers to progress
- **Seed Sowing:** with an eye to the potential of the long term, seizing present moments and opportunities to set in motion shifts to benefit young people
- **Deeply Rooted:** carefully developing systems and processes that ensure our operations are secure, safe and dependable, supporting effective communication and making accountability clear

What we believe:

- Our offer should be inclusive of all cultures and identities
- Young people have unique strengths, interests and circumstances
- The world around us impacts our wellbeing
- Placing young people at the heart of our work
- Innovating and evolving to improve our offer for young people
- Relationships are what make the difference
- The power of partnerships