

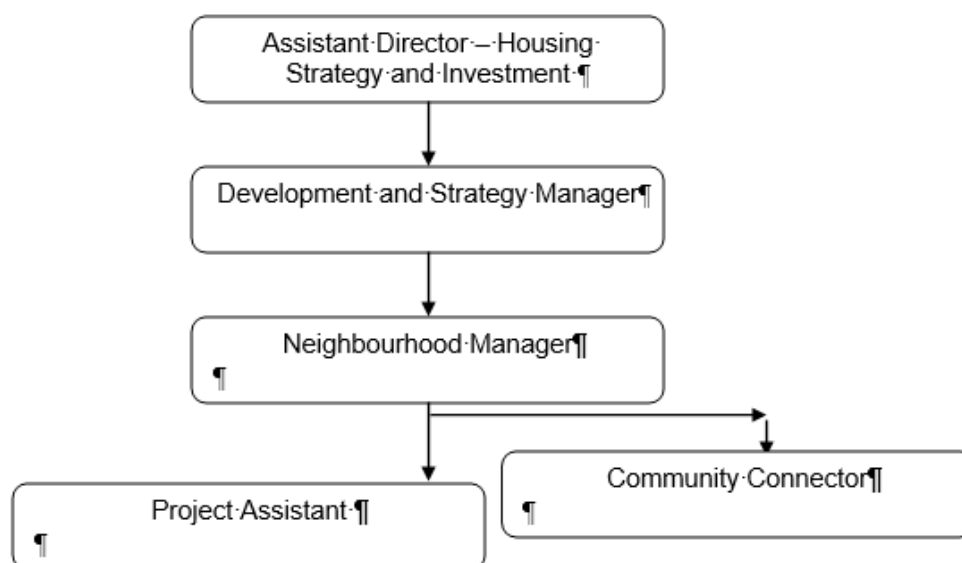


JOB DESCRIPTION

Post Title: Neighbourhood Manager
Service: Neighbourhood Working Programme
Grade: PO1B
Location: NW Office **Revised:** June 2017
Post no:

Responsible to: Development and Strategy Manager, DHR
Responsible for: Project Assistant and Community Connector

Organisational Chart:



Key Functional Links

Internal: All internal departments; Elected Members.

External: Residents; voluntary and community Groups; Neighbourhood Board members; public and private sector organisations, national bodies, government departments.

Main Duties and Responsibilities:

1. To work with the Sincil Bank Revitalisation Programme lead to deliver the outcomes of the programme;

2. Provide support and advice to the local community and Neighbourhood Board in the formation and delivery of their Neighbourhood Plans and projects to support improved community outcomes;
3. Assess and deliver support grants both in Sincil Bank and to the other neighbourhood boards across the city.

Corporate Management Framework:

- 1. To ensure the effective management of all relevant resources (i.e. people, finance and assets):-**
 - To develop and lead effective team working, which results in self-managing teams with a sense of collective responsibility and purpose and which provide mutual support and learning both within and across teams.
 - To advise Service Manager about future service needs to ensure that all resources are adequately planned for and managed.
 - To contribute to the development of team plans and ensure that staff performance appraisals are carried out.
 - Regularly review and monitor any delegated budget responsibilities to ensure that budget allocations are being used effectively and efficiently.
 - To act as a role model by continuously developing own skills and knowledge in accordance with the Council's development framework and any professional requirements.
- 2. To support the Service Manager in delivering change:-**
 - To support the delivery of the Council's 'Main Aims' and to promote its 'Core Values'.
 - To continually review operational service delivery to meet changing needs and demands and implement any necessary changes, involving staff individually and in teams and encouraging and developing employees to operate flexibly to meet such changes.
 - To actively promote learning, innovation and change in a 'can-do' environment, recognising and rewarding contributions and addressing development needs at team and individual level.
- 3. To work effectively with others:-**
 - To develop and sustain effective working relationships with all internal and external stakeholders and contacts.
 - To work in a collaborative and supportive way with peers to tackle cross cutting issues as directed by the Department Management Team.
- 4. To ensure the effective management of performance including:-**
 - To contribute to the implementation of the Council's performance management framework.
 - To proactively manage absenteeism firmly but fairly to ensure that absence reduction targets are achieved.
 - To manage health and safety and to ensure that all employees are aware of and comply with health and safety requirements.

- To ensure appropriate arrangements for the management of risk and the promotion of a 'no blame' culture.

5. To contribute to the corporate focus:-

- To ensure the effective implementation of corporate policies and procedures for example, HR and financial policies.
- To contribute to effective internal and external communications.
- To abide by and promote the Council's Equality, Diversity and Human Rights Policy and Strategic Equality Objectives.
- To abide by the Information Management and IT security policies and safeguard the data owned by the City Council.

6. To create value for customers:-

- To promote and monitor customer care standards and ensure that these are communicated and understood at all levels.
- To identify, monitor and review customer needs and demands through regular feedback from customers and frontline staff.
- To liaise with others across the organisation and externally to meet customer needs and demands.
- To support the implementation of the Authority's 'Access to Services' vision.

Service Specific Activities:

- 1) To work with the Sincil Bank Revitalisation Programme lead to deliver the outcomes of the Sincil Bank Revitalisation programme including the development and delivery of projects both with other partners and the community;
- 2) Provide support and advice to the local community and Neighbourhood Board in the formation and delivery of their neighbourhood plan the Revitalisation Programme and projects to support improved community outcomes;
- 3) Manage the Community Chest grant programme in Sincil Bank
- 4) Assess and award the annual support grants to the other neighbourhood boards across the city.
- 5) To support the Sincil Bank Neighbourhood Board or other similar community representatives in preparing reports, making recommendations, advising on progress, agreeing new strategies, action plans and other policy initiatives, and to ensure the training needs of Board members are met.
- 6) To develop and maintain appropriate, strong, strategic and operational working arrangements throughout the council to enable optimum service delivery in response to the priorities in the revitalisation programme and neighbourhood plan and other Vision 2020 projects and priorities.
- 7) To establish and maintain strong partnerships and collaborative working arrangement with and across communities, voluntary, government, public & privates sectors, including local Councillors to deliver the priorities in the revitalisation programme and neighbourhood plan.
- 8) To prepare and submit funding bids and monitor and report progress to the accountable body.
- 9) To promote a high level of local resident and community involvement in the programme, working with partners to ensure consultation is effective and meaningful.

- 10) To develop performance monitoring systems for the service and be responsible for reporting performance measures to the Neighbourhood Board, revitalisation programme and appropriately within the Council.
- 11) To monitor and report progress against the targets and objectives in Neighbourhood Plan to the Neighbourhood Board, back within the council and the wider community and partners.
- 12) To be responsible for the financial management of the team.
- 13) To be responsible for the Community Office.
- 14) To be responsible for the management of the neighbourhood working staff and any other volunteer or seconded staff.
- 15) To manage the third sector support package for the neighbourhood boards that the NW programme is withdrawing from and to set up and manage a citywide resident focused neighbourhood board steering group.
- 16) To advise CMT on the position and viability of neighbourhood boards and communities across the city as required.
- 17) Safeguarding - To demonstrate commitment and support for safeguarding the welfare of children, young people and adults at risk.

This is a description of the job, as it constitutes at the date below. It is the practice of this Authority periodically to examine the job description and to update it to ensure that it relates to the job as then being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted in consultation with the post holder who is expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible, the Council reserves the right to insist on changes to the job description after consultation with the post holder.

Signed by: _____

Date: _____

Name: _____

Post Holder

Signed by: _____

Date: _____

Line Manager



PERSON SPECIFICATION

ROLE:

(Essential criteria – all these requirements must be met/demonstrated by candidates)

Service Specific Requirements

1. Supervision & Management of People			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of managing a small team working in a front facing service delivering a range of projects and services.	A/I	Experience of managing volunteers and other community based staff	A/I
2. Creativity & Innovation			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of achieving results through partnership working and groups	A/I	Ability to interpret and present complex data and information to a range of individuals and organisations	
Experience of providing innovative and practical solutions to difficult and complex community based issues.		Experience of writing successful funding bids	
3. Contacts & Relationships			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of working with community and resident organisations to deliver results.	A/I		A/I

Experience of working with strategic partnership groups or networks	A/I		
Experience of creating and sustaining successful relationships with a wide range of individuals partners and groups at various levels	A/I		
Ability to communicate with, negotiate and influence a wide range of individuals partners and groups at various levels to deliver shared outcomes	A/I		
Ability to deal constructively with conflict and difficult situations	I		
4. Decisions: Discretion & Consequences			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of developing and implementing key corporate initiatives	A/I		
Experience of Managing projects	A/I		
5. Resources			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to be key holder and responsible officer for a community office.			
6. Work Environment: Work Demands, Physical Demands, Working Conditions & Work Context.			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to prioritise varied and sometimes conflicting work demands	A/I		

Willing to work outside normal office hours as and when required	A/I		
Ability to travel around the city			
7. Knowledge & Skills			
Essential	Assessed by AIT	Desirable	Assessed by AIT
A degree in a relevant subject eg. Social Policy, Housing, etc. .and/or a professional qualification and/or significant experience in a relevant field.	A/I	Detailed working knowledge of key public services	I
Experience of asset based community development & regeneration/renewal		Working knowledge of community participation, consultation and engagement methods	AIT
Experience of successful submission of funding bids	A/I	Ability to interpret and present complex social economic data (e.g. IMD's)	AI
Ability to communicate effectively, both written and oral	AI		
Understanding of current best practice in Neighbourhood Management, Neighbourhood Working and social inclusion	IT		
8.Equalities			
Essential	Assessed by AIT	Desirable	Assessed by AIT

Ability to work in a non-discriminatory manner, in accordance with the Council's Equal Opportunities Policy	I		
---	---	--	--

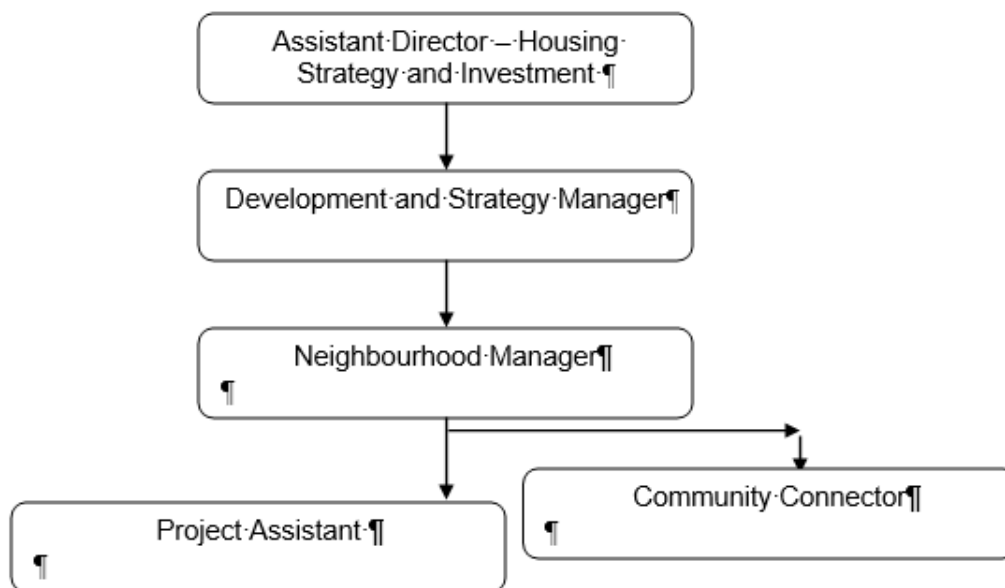
JOB DESCRIPTION

Post Title: Community Connector
Service: Neighbourhood Working Programme
Grade: Scale 4
Location: NW Office

Revised: June 2017

Responsible to: Neighbourhood Manager
Responsible for: None

Organisational Chart:



Key Functional Links

Internal: All Internal departments

External: Residents. Voluntary, community and public service organisations working in our communities. Private sector

Main Duties and Responsibilities:

1. To work under the direction of the Neighbourhood manager to deliver the outcomes of the Sincil Bank Revitalisation programme;
2. To work with communities and partners to identify assets, priorities, opportunities and responsibilities and plan what they want to achieve and take appropriate action;

- 3. Develop activities, projects and community based services to build stronger communities.**

Corporate Management Framework:

1. Corporate Management Framework:

1. To ensure the effective use of all relevant resources (i.e. people, finance and assets):-

- To work as a member of a self-managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues;
- To advise Supervisor about possible future service needs to ensure that all resources are adequately planned for and managed;
- To ensure that any financial resources or assets are used effectively
- To continuously develop own skills and knowledge in accordance with the Council's development framework and any professional requirements

2. To support the Supervisor in delivering change:-

- To support the delivery of the Council's 'Main Aims' and to promote its 'Core Values'
- To recommend and contribute to the implementation of any necessary changes in service delivery, operating flexibly to meet such changes;

3. To work effectively with others:-

- To develop and sustain effective working relationships with all internal and external stakeholders and contacts

4. To contribute to the delivery of high performing services:-

- To contribute to the achievement of the Council's performance management framework, especially team plans and personal objectives
- To be aware of and comply with health and safety requirements;

5. To contribute to the corporate focus:-

- To comply with corporate policies and procedures, as appropriate (eg financial regulations, personnel policies etc)
- To contribute to effective internal and external communications
- To abide by and promote the Council's Equality, Diversity and Human Rights Policy and Strategic Equality Objectives.
- To abide by the Information Management and IT security policies and safeguard the data owned by the City Council

6. To create value for customers:-

- To promote and practise a high standard of customer care
- To liaise with others across the organisation to meet customer needs and demands;
- To support the implementation of the Authority's 'Access to Services' vision, as appropriate

This is a description of the job, as it is constitutes at the date below. It is the practice of this Authority periodically to examine the job description and to update it to ensure that it relates to the job as then being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted in consultation with the post holder who is expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible, the Council reserves the right to insist on changes to the job description after consultation with the post holder.

Signed by: _____

Date: _____

Name: _____
Post Holder

Signed by: _____
Line Manager

Date: _____



PERSON SPECIFICATION

ROLE:

(Essential criteria - all these requirements must be met/demonstrated by candidates)

Service Specific Requirements

1. Supervision & Management of People			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience in managing and supervising staff and volunteers			
2. Creativity & Innovation			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of achieving results through partnership working and groups			
Self-motivated and enthusiastic with the ability to work on own initiative			
3. Contacts & Relationships			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to build meaningful relationships with residents and external organisations		Experience of creating and sustaining successful relationships with a wide range of individuals partners and groups at various levels and deliver on agreed outcomes	A
Ability to communicate and establish relationships with a wide range of people at various levels			
Ability to deal constructively with conflict and difficult situations			

4. Decisions: Discretion & Consequences			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of creating sustainable projects			
Experience of identifying solutions from customer enquiries			
Ability to identify needs and develop and deliver partnership solutions			
5. Resources			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to be responsible for Council resources	A/I		
6. Work Environment: Work Demands, Physical Demands, Working Conditions & Work Context.			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to transport oneself around the city.	A		
7. Knowledge & Skills			
Essential	Assessed by AIT	Desirable	Assessed by AIT
A levels or NVQ level 3 or equivalent experience	A	Experience of asset based community development & regeneration/renewal	I
Experience of dealing with the public in a voluntary, community or customer based environment		Experience in a neighbourhood working or Community Development type role	
Experience of organising, coordinating and publicising community events		Knowledge and awareness of safeguarding procedures within the workplace.	
Experience of creating sustainable community projects			

Ability to use Microsoft Office including Word, Excel, Powerpoint.			
Ability to use software to produce newsletters and flyers			
8.Equalities			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to work in a non-discriminatory manner, in accordance with the Council's Equality, Diversity and Human Rights Policy	I		



JOB DESCRIPTION

Post Title: Neighbourhood Working Project Assistant

Service: Directorate of Housing and Regeneration

Grade: S2

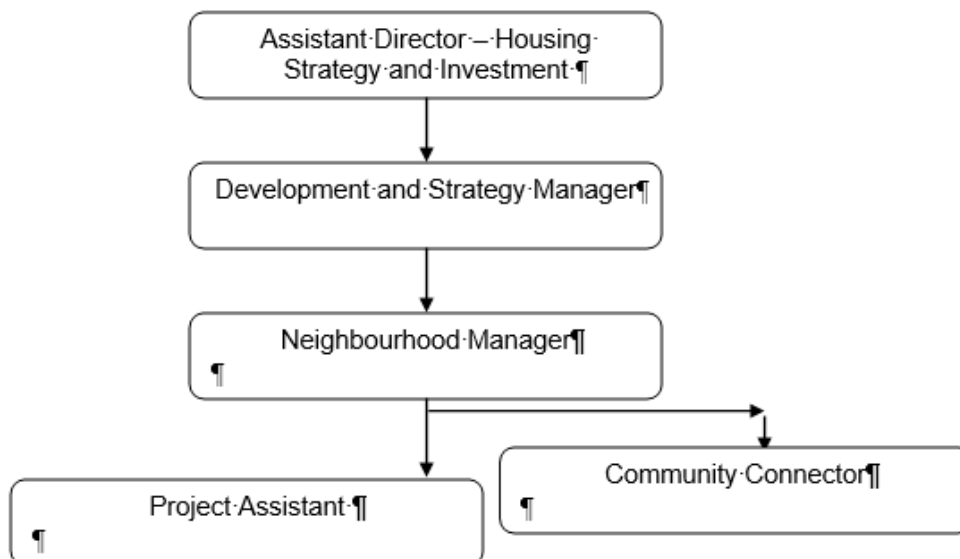
Location: NW Office

Revised: June 2017

Responsible to: Neighbourhood Manager

Responsible for: None

Organisational Chart:



Key Functional Links

Internal: All departments

External: Residents. Voluntary, community and public service organisations working in our communities.

Main Duties and Responsibilities:

1. Work under the general direction of the Neighbourhood Manager to provide a comprehensive administrative and project support service to the Neighbourhood Team.

Corporate Management Framework:

1. Corporate Management Framework:

1. To ensure the effective use of all relevant resources (i.e. people, finance and assets):-

- To work as a member of a self-managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues;
- To advise Supervisor about possible future service needs to ensure that all resources are adequately planned for and managed;
- To ensure that any financial resources or assets are used effectively
- To continuously develop own skills and knowledge in accordance with the Council's development framework and any professional requirements

2. To support the Supervisor in delivering change:-

- To support the delivery of the Council's 'Main Aims' and to promote its 'Core Values'
- To recommend and contribute to the implementation of any necessary changes in service delivery, operating flexibly to meet such changes;

3. To work effectively with others:-

- To develop and sustain effective working relationships with all internal and external stakeholders and contacts

4. To contribute to the delivery of high performing services:-

- To contribute to the achievement of the Council's performance management framework, especially team plans and personal objectives
- To be aware of and comply with health and safety requirements;

5. To contribute to the corporate focus:-

- To comply with corporate policies and procedures, as appropriate (eg financial regulations, personnel policies etc.)
- To contribute to effective internal and external communications
- To abide by and promote the Council's Equality, Diversity and Human Rights Policy and Strategic Equality Objectives.
- To abide by the Information Management and IT security policies and safeguard the data owned by the City Council

6. To create value for customers:-

- To promote and practise a high standard of customer care
- To liaise with others across the organisation to meet customer needs and demands;
- To support the implementation of the Authority's 'Access to Services' vision, as appropriate

Service Specific Activities:

1. Safeguarding:- To demonstrate commitment and support for safeguarding the welfare of children, young people and adults at risk.
2. To prepare for meetings including booking rooms, equipment and refreshments, preparing agendas and papers and taking minutes.
3. To provide administrative (including financial) support to the team including setting up and maintaining an integrated filing system, establish and maintain a shared contacts database, managing shared mailboxes and maintaining records and raising invoices, handling petty cash and ensuring prompt payments.
4. To participate in the organisation and facilitation of community events.
5. To act as a first point of contact for people with queries for Neighbourhood Working including managing all forms of enquiries and to forward all requests for service, complaints and queries to the relevant department or organisation as appropriate. To follow up on those referrals and report to the manager as necessary.
6. Assist in the compiling of performance measures.
7. Assist in the compiling and presentation of reports on the work of the team.
8. To receive and process requests for community grants and awards including the annual city council grant to neighbourhood boards.
9. To design, prepare and distribute literature supporting the work of the team or the community including designing fliers, posters, newsletters and the like both electronically and in paper form.
10. Assist in the management of social media accounts.
11. To contribute to and provide general project support for projects run or supported by the team.
12. To support the Neighbourhood Manager in the opening, closing and operation of the neighbourhood office.
13. To undertake such other duties as reasonably required within this post, department or section.

This is a description of the job, as it is constitutes at the date below. It is the practice of this Authority periodically to examine the job description and to update it to ensure that it relates to the job as then being performed or to incorporate whatever changes are being proposed. This procedure is jointly conducted in consultation with the post holder who is expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible, the Council reserves the right to insist on changes to the job description after consultation with the post holder.

Signed by: _____

Date: _____

Name: _____
Post Holder

Signed by: _____
Line Manager

Date: _____



PERSON SPECIFICATION

ROLE:

(Essential criteria - all these requirements must be met/demonstrated by candidates)

Service Specific Requirements

1. Supervision & Management of People			
Essential	Assessed by AIT	Desirable	Assessed by AIT
None			
2. Creativity & Innovation			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of maintaining filing systems and procedures (paper or electronic)	A/I	Experience of providing innovative solutions to customer needs	A/I
Ability to produce community based literature	A/I		
3. Contacts & Relationships			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Experience of dealing with the public in a voluntary, community or customer based environment	A/I	Ability to build relationships with external organisations	A
4. Decisions: Discretion & Consequences			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to treat information in a confidential manner	A/I	Experience of giving consistent advice	
Experience of arranging meetings	A/I		

Ability to support the delivery of community events	A/I/T		
5. Resources			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to be responsible for Council resources			
6. Work Environment: Work Demands, Physical Demands, Working Conditions & Work Context.			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to transport oneself around the city.	A		
Ability to prioritise and manage a varied workload	A/T		
7. Knowledge & Skills			
Essential	Assessed by AIT	Desirable	Assessed by AIT
GCSE English and Maths grade A-C or equivalent experience	A	Knowledge and awareness of safeguarding procedures within the workplace. (The above wording must be in all person specifications. If the post holder has been identified as a Tier One officer – please move to the essential column).	I
Ability to use Microsoft Office including Word, Excel, Powerpoint.	A		
Ability to use software to produce newsletters and flyers	A/T		
8.Equalities			
Essential	Assessed by AIT	Desirable	Assessed by AIT
Ability to work in a non-discriminatory manner, in accordance with the Council’s Equality, Diversity and Human Rights Policy	I		