



# Job Description & Person Specification

Job Title:	Community Manager	Job Reference:	50462608
Service:	Community & Leisure		
Location:	Beech Hurst	Grade:	SM1
Reports to:	Head of Community & Leisure		
Date:	September 2018		

**Our Values: We expect all of our employees to live by and demonstrate the Council's five key values of:**

**Accountability, Ambition, Empowerment, Integrity, Inclusiveness.**

## Main job purpose

To lead on the Council's strategic approach to Community Engagement and Development which will drive forward and further develop the Council's corporate commitment to place-based working.

To lead the ongoing development of the Council's nationally recognised "Community Councillor" role, working alongside senior councillors to strengthen local democracy and the capacity of all councillors to be a catalyst for change within their local communities.

## Main responsibilities and duties

To lead and develop the Community Team, taking overall responsibility for the management and strategic direction of its functions and projects so that they actively support the Council's Corporate Plan priorities, particularly those under the Contribute heading.

To develop and advance the Council's approach to working with its communities and supporting them in identifying local priorities through Community Led Planning that closely involves elected Councillors

To lead on the Council's relationship with the voluntary and community sector partners with a focus on ensuring that communities across Test Valley are able to access the support they need.

Champion and work collaboratively across Services within the Organisation to promote and encourage the use of proven community engagement methods to ensure the Council has a full understanding of community needs when developing services and setting priorities.

Lead on the Community Engagement element strands of work identified through the Member and Community Development working group chaired by the Leader of the Council.

To lead the ongoing development of the Community Councillor role in Test Valley by enabling councillors to have access to the support, skills and resources they need to get things done in their local communities.

To lead on developing relationships with a wide range of stakeholders and groups to further strengthen and develop an inclusive approach to community engagement that promotes local democracy and ensures that all views within a community are heard.

Manage develop and implement actions/projects identified as part of the Councils Public Involvement Review Panel

Lead on behalf of the Council for the Supporting Troubled Families (or successor) Programme, hold and be responsible for the associated funding, and provide representation on the strategic group.

Deputise for the Head of Community & Leisure, where appropriate and as required

### **Supervision and management**

This post will be responsible for the following posts

- 2 x Community Engagements Managers (Grade 9)
- 1 Senior Community Engagement Officer (Grade 8)
- 6 Community Engagement Officers (Grade 7)
- 2 Community Development Workers (Grade 6)

### **Resources**

Annual Budgetary amounts managed by post total circa £940k

Budget Holder for Test Valley Supporting Families Programme, amount varies but has been up to £50k

### **Contacts and relationships**

The post reports to the Head of Community and Leisure, but works directly with the Corporate Director and Leader of the Council on specific work streams associated with the delivery of the Councils Corporate Plan, and the Member induction/development process.

The post holder will have day to day involvement with senior members, and council representatives and senior representatives from a plethora of external agencies, in some cases it is likely that the post holder will be required to negotiate a way forward with those involved.

The role also has a high degree of contact with members of the public and therefore the post holder needs to be able to think on their feet and react accordingly to a variety of complex situations.

**Working environment**

The nature of this role will require the postholder to be working collaboratively within and outside of the organisation with partners, councillors and local communities.

<p><b>CRITERIA</b></p> <p>Everything included in this section needs to be able to be objectively measured in one of the following ways:</p> <p>application form, certificates, testing, interview or references.</p>	<p><b>ESSENTIAL DESIRABLE</b></p>
<p><b>Educational and professional qualifications</b></p>	
<p>Appropriate Degree Management Qualification</p>	<p>Essential Desirable</p>
<p><b>Knowledge &amp; Experience</b></p>	
<p>The ability to demonstrate successful working in a place-based environment at a level that requires leadership, management and development of outward facing teams.</p>	<p>Essential</p>
<p>Experience and knowledge of representative and participative democracy and leading programmes of inclusive engagement within community settings.</p>	<p>Essential</p>
<p>Experience of supporting and working with councillors at all levels.</p>	<p>Essential</p>
<p>Experience of leading on and implementing initiatives within complex organisations</p>	<p>Essential</p>
<p>Experience and knowledge of working productively with the voluntary and community sector and within partnership settings</p>	<p>Essential</p>
<p>Experience and knowledge of current and emerging Community Development best practice.</p>	<p>Desireable</p>
<p>Experience and knowledge of developing ways in which community needs can effectively influence decision making.</p>	<p>Desireable</p>

Key skills	
Able to inspire and influence team, colleagues and partners, and lead by example.	Essential
Able to deal positively with change, and lead teams in taking new ideas and initiatives forward.	Essential
Excellent interpersonal and communication skills. Highly effective in communicating and influencing across the organisation in order to lead the Community Engagement team to be able to deliver its functions. Able to demonstrate this through listening, evaluating, interpreting, processing, and presenting / responding to complex (sometimes conflicting and) ambiguous and anecdotal information. Use information sensitively, selectively and constructively to present a persuasive case.	Essential
Ability to negotiate and collaborate with partner organisations and agencies to deliver positive outcomes. Able to use various influencing styles relevant to the specific group, individual or situation.	Essential
Able to problem solve across multiple areas and get results that deliver good outcomes for the organisation and for communities. Achieved by being able to recognise barriers to success and find ways to overcome them, make well balanced assessment of risks and benefits, understand the political implications and be confident in taking decisions.	Essential
Ability to achieve results corporately in order to strategically lead and advance the Council's Community Engagement and Community Councillor support functions. This will be achieved by having the knowledge and skills in developing and initiating this strand of the Corporate strategy, and translating strategy into objectives.	Desireable
Good understanding of local government	Desireable
Good understanding of the principles and benefits of community engagement and the role of the voluntary sector	Essential
Good understanding of	Essential
Presenting facts, ideas and opportunities to a wide audience within the Council, with its partners and communities, by leading meetings and facilitating workshops and events	Essential
Ability to use tact and diplomacy	Essential
Flexible approach to working with others at all levels of organisations	Essential

Ability to use analytical skills to identify community needs and priorities	Desireable
Ability to think creatively to help communities meet their needs and priorities	Essential
<b>Personal qualities and behaviours</b>	
<ul style="list-style-type: none"> <li>• Commitment to TVBC values</li> <li>• Excellent interpersonal skills</li> <li>• Excellent presentation and facilitation skills</li> <li>• Commitment to achieving positive resolutions</li> <li>• Personal integrity</li> <li>• Commitment to the democratic process</li> <li>• Committed to equality of opportunity</li> <li>• Persuasive and committed</li> </ul>	Essential Essential Essential Essential Essential Essential Essential
<b>Other Factors</b>	
<ul style="list-style-type: none"> <li>• Politically Restricted</li> <li>• Standard Disclosure and Baring Service check required</li> <li>• Evening and weekend working required</li> <li>• Must be able to travel to Hampshire wide locations and occasionally to further locations some of which may not be easily accessible by public transport</li> </ul>	
<b>Corporate Responsibilities</b>	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p><b>Health and Safety</b> - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p><b>Safeguarding</b> - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p><b>Equalities</b> – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p>	

**Social Media** - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

**Financial** – Employees are required to adhere to the Council’s financial regulations and to undertake tasks/training in that context, as required.

**Risk Management** - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

**Data Protection and Data Security** - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.