**JOB DESCRIPTION**

**POST:** Community Services Manager

**DIRECTORATE:** People

**DEPARTMENT:** Community Development

**LOCATION:**

**REPORTS TO:** Head of Department

**SALARY:** PO6 £42,683 - £45,591 per annum (subject to review)

**HOURS:** 37 per week

**DURATION:** Permanent

*All employees are expected to model the Customer care behaviours of “Serve Passionately, Engage Positively and Deliver Consistently”.*

**JOB PURPOSE:**

To assist the Head of Community Development to professionally maintain the delivery of high quality functions in line with Councils policies and procedures (together with any external funder requirements) including:

* Funded Programmes
* Poverty Reversal
* Social Inclusion
* Community Services
* Community Engagement (Officers and staff within the remit of the post)
* Neighbourhood Renewal
* PCSP
* Interface programme
* Social Investment Fund
* PEACE IV

The post holder will support transformational change within the Service, ensuring and implementing integration of service functions and responsibilities in line with Council’s vision and the Corporate Plan. They will be responsible for the management, embedding, delivery and continuous improvement of high quality services that meet the needs of our customers/users, adopting the “Improving Quality of Life” approach which underpins the ethos of the Department and in line with best practice.

The post holder will be expected to make a significant contribution to the strategic vision, direction, development and management of the Department. This will include setting and achieving key outcomes and targets, as well as ensuring an outward-facing and future focus, in particular in supporting the Business Support Manager, where appropriate, in ensuring the service delivers on the Council’s Community Plan (Safe and Welcoming Community) and the Health and Wellbeing Agenda.

The post holder will represent Council with a range of external agencies in creating, enhancing and promoting opportunities to improve the quality of life of the most socially-excluded residents of the Borough and creating links to broaden the reach and effectiveness of the Department.

The post holder will be required to work collaboratively and proactively foster and maintain effective relationships and partnerships with a wide range of internal and external stakeholders including other officers within and across departments, elected members, external organisations and local citizens to advance Corporate and Departmental agendas.

**MAIN DUTIES AND RESPONSIBILITIES:**

1. Develop an annual Business Plan for the service area, including measurable objectives and financial targets linked to the Department’s Business Plan. Support the Head of Department in the development of the Department’s Business Unit and Performance Improvements Plans, implementing the work programme and managing staff performance.
2. Contribute to the development and implementation of the Department’s Business Plan objectives, individual strategies and action plans and undertake research to establish needs and priorities to inform targets and develop best practice in service provision.
3. Develop Council’s Poverty Reversal Strategy and implement and monitor the related Action Plan.
4. Ensure that all service functions are managed to the highest quality, against agreed performance targets, such as user satisfaction and budget efficiencies.
5. Encourage staff, within the remit of the post, to actively engage with service users to determine user needs and act as a sign- posting resource to other Council services and facilities.
6. Identify and respond to changes in customer needs through monitoring and evaluation of activities.
7. Manage and develop staff; particularly those with direct reporting responsibility, to ensure that they, and the employees for which they are responsible;

* Promote a “One Council” approach;
* Operate within Council policies;
* Effectively manage their teams, positively contributing to wellbeing and high levels of employee engagement;
* Implement and review appropriate training and development programmes for employees to ensure sufficient skills, capacity and knowledge within the service.
* Deliver services in the most efficient and equitable manner and in accordance with Council governance and financial regulations;
* Efficiently and effectively manage available resources;
* Deliver their agreed targets;
* Work in a corporate and collaborative way with other services and departments.

1. Prepare budget estimates for the Annual Rates Review Process and prepare, manage, monitor and implement budgets and the processing of funding from external bodies,ensuring compliance with Council policies and financial regulations.
2. Take responsibility for the management of risk associated with service delivery. Ensure the health and safety and safeguarding of employees and service users is paramount. Ensure that Council’s policies, procedures and guidance are adhered to ie risk assessments, event management plans, safeguarding measures, etc.
3. Manage and oversee the development of capital projects including:
   * Scoping of projects in conjunction with key stakeholders
   * Developing feasibility studies and/or business cases in conjunction with advisors;
   * Presentation of projects to secure Council approval;
   * Submission of grant applications;
   * Preparation and evaluation of tender documentation in collaboration with Estates & Assets and Procurement Departments;
   * Management of funding;
   * Liaison with Estates & Assets Department and other key stakeholders during project construction.
4. Consult with and provide information and advice to elected members and respond to their queries in a professional and timely manner.
5. Take overall responsibility, within the Service area, for providing timely objective and professional advice across the functions on all relevant issues and the effective management and resolution of stakeholder queries and complaints and assist the Business Support Manager with all Freedom of Information and other information requests pertaining to the Service area.
6. Research and compile statistical information, reports and documents as required for Department, Council and central government.
7. Develop and maintain effective internal and external linkages, relationships and partnerships which support the work of the Department to drive organisational capability and build a culture of service excellence, high performance, innovation, imagination, loyalty and collaboration.
8. Prepare committee and other reports, attend and present at committee and other meetings and workshops as required.
9. Explore opportunities for regional, national and international awards for the work of the Department in conjunction with the Business Support Manager.
10. Represent the Head of Department, within their area of responsibility, internally and with external organisations as appropriate.
11. Undertake any other relevant duties that may be required and are commensurate with the nature of the grade of the post.