

Role Title	Connecting Communities Manager
Job Family	Families and Homes
Competency Level	Principal Officer/Manager
Pay Range / Scale	PO4

Purpose

To support the council in its ambition to transform how it engages with its communities, and build a more connected community, and lead work in one or more local areas. To manage projects and activities that support this objective, working with appropriate local services and partners, and develop the foundations of a resource that can develop and sustain a new dialogue with communities in Waltham Forest. In particular:

To have the lead in one or more local areas with the following responsibilities:

- To support the council's vision and Connecting Communities agenda by providing strategic leadership and development of the Connecting Communities model at the local level.
- To take the lead role in a defined area of whole borough work for Connecting Communities, e.g. children and young people, the voluntary and community sector, health and wellbeing, training and development, intelligence gathering, communications, contract management.
- To manage and be responsible for the effective delivery of Connecting Communities innovations at the local level.
- To develop, lead and co-ordinate a range of sustainable community activities to build connected and integrated communities within local areas for local residents and the community to share.
- To effectively manage a Connecting Communities officer.
- To effectively manage a small local Connecting Communities budget and budgets relating to Connecting Communities innovations delivered at the local level.
- To work in partnership with a range of internal and external partners to enable the development of a range of activities which meet the needs of the community, with an emphasis on building integrated and connected communities, encouraging social action, and enabling the community to support each other.
- To develop local intelligence and ensure this informs the commissioning of services and leads to local service delivery improvement.
- To ensure the implementation of quality assurance systems.

Generic Accountabilities	End Result/Outcomes
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	<p>Work is completed on time and to the quality and standards required.</p> <p>Changes to priorities are accommodated.</p> <p>Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.</p> <p>Professional and legal compliance is assured.</p>
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	<p>Activities are undertaken according relevant guidelines / regulations / procedures.</p> <p>Customer / stakeholder views are available to inform recommendations.</p> <p>Data and measurements are accurately recorded.</p>
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	<p>Information / applications are processed according to procedure.</p> <p>Information is managed efficiently and accurately.</p> <p>Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.</p>
Prepare and present results / responses / reports / recommendations.	<p>Accurate, complete and relevant information / reports are provided for internal and/or external use.</p> <p>Issues are clearly summarised, progress and implications are reported.</p> <p>The council's position is clearly stated.</p>
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p>

	Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery of larger projects	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely

	outputs.
Contribute to service / business plans for area of responsibility and to wider service planning and development activities. Contribute to budget planning as required.	Service / business plans reflect input.
Quality check documents, decisions and / or presentations before delivery	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
Encourage joint working with senior officers, partners, individual residents, community groups and volunteers within the local area, and influence internal and external partners in delivering their services in ways which support the activities of the Connecting Communities programme.	Established and sustained relationships with all local stakeholders
Lead on developing, promoting and co-ordinating activities in local areas which are part of the funded Connecting Communities programme or supportive of the wider Connecting Communities agenda	Better co-ordination of services at the local area to build connected communities, increased social benefit from use of local assets and resources
Work very closely with local stakeholders to: <ul style="list-style-type: none"> • Ensure residents' voices are heard • Ensure local services help to build more connected and integrated communities and enable residents to access support within the community • Manage the collection and dissemination of local intelligence Undertake research; prepare reports, publicity, etc. to ensure that activities are delivered which meet the needs of the community and support Council priorities	<p>All activities respond to both existing and emerging needs, and reflect the voices of all those within the community</p> <p>All activity is effectively evaluated and able to evidence impact and added value</p>
Ensure the authorisation, monitoring and control of expenditure in	All expenditure is managed in accordance with the council's established policies and procedures

accordance with financial regulations and delegated authority.	
Provide leadership and management to a Connecting Communities Officer, to ensure effective team work and the delivery of a high quality service. This would include recruitment, development needs, performance management, motivation, team building and support within an environment of change	Officers are provided with the support and guidance to undertake their responsibilities to and above the required standards

Nature of Contacts

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Procedural Context

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

Appropriate DBS Clearance.

Post-holder will be a self-starter who is confident and capable of engaging and influencing a range of stakeholders

The role will require a lot of travel away from the office and occasional evening and weekend work

Resourcing

Budget Responsibilities: Yes

Supervisory Responsibilities: Yes (1 x community officer)

Knowledge, Skills and Experience

Knowledge

An understanding of local government and its political framework

Substantial knowledge of community development and community engagement

An understanding of the effects of organisational change

A good understanding of project management

A good understanding of the issues facing certain communities and the barriers affecting their ability to integrate and to participate equally across society

Knowledge of performance and quality management systems

An understanding of relevant health and safety issues

Excellent knowledge of and commitment to diversity and equality

Skills and abilities

Excellent political awareness

Ability to develop and maintain effective communications and relationships with a wide range of individuals

Ability to influence, persuade and negotiate with all levels of people, including residents, elected members and partners

Good management and leadership skills

Sound financial management skills

Ability to research and produce reports

Ability to focus on improved outcomes for the community, whilst working under pressure and to respond to competing demands

Ability to find innovative solutions to complex problems

Experience

Experience of working with the community and partners

Experience of influencing the provision of services or activities

Experience of influencing, motivating and empowering others

Experience of providing activities to the community

Experience of managing and developing a wide variety of staff

Experience of prioritising and managing a varied workload to tight and conflicting deadlines

Experience of managing and monitoring budgets

Experience of a range of ICT systems and applications

Indicative Qualifications

Degree or equivalent or vocational qualification in relevant subject or area

Evidence of Continuous Professional Development

Prince 2 or equivalent project management qualification (desirable)

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed