

**Job purpose and person specification**

**Job Title:** Head of Communities Service

**Service:** Strategy & Partnerships

**Grade:** P5

**Reports to**: Assistant Director of Communities, Employment and Skills

|  |
| --- |
| **Job Purpose:** |
| At Cambridgeshire County Council, our vision is to create a greener, fairer and more caring Cambridgeshire.  We will help to achieve this vision by creating a strong Communities Service; working together with our public, private and voluntary sector partners, listening to our communities and enabling them to work creatively and collaboratively to address local needs, creating the best opportunities to improve the outcomes of our residents.  To support this work the Head of Communities Service role will have responsibility for the leadership and management of the Communities Service. The post-holder will take responsibility for countywide alignment of the service, which is geographically organised alongside our District and City Council boundaries and utilise a flexible staffing resource to enable the delivery of the key ambitions of the County Council through better working with our partners and communities.  Additionally, the post-holder will ensure the service is able to bring together partners to address thematic issues where the Council does not lead or is unable to provide dedicated support or dedicated roles for these functions. This will include (but not necessarily be limited to) refugee/new arrival schemes and scams protection work. |

|  |
| --- |
| **Principal Accountabilities:** |
| 1. Service Specific   To be responsible for the development, quality, leadership and management of the Communities Service, to ensure that it achieves its strategic aims, offers efficient and effective services and is value for money. This includes oversight of financial management, risk management, people management and change management.  Ensure that within the geographical structure of the service, that resources are deployed effectively, flexibly and efficiently.  Bring together partners to address thematic issues where the Council does not lead or is unable to provide dedicated support or dedicated roles for these functions. This will include (but not necessarily be limited to) refugee/new arrival schemes and scams protection work.   1. Leadership and Management   Provide direct line management, support and guidance to the Community Team Managers (North and South).  Ensure the overall activity of the service is aligned with the priorities of the County Council.  Develop, adopt and make use of a routine performance framework to ensure the ambitions of the County Council are achieved.  Undertake an ongoing review of service activities to continually shape the service direction, ensuring all members of the service understand the strategic framework in which they must operate and their flexibility (and limitations of that flexibility) to act.  Ensure the service is managed to provide thematic support to those undertaking youth focussed work while ensuring that the service management does not develop along the lines of ‘youth’ and ‘adult’ themes.  Ensure a skill mix within the service to allow it to support new challenges, including areas Council does not lead or is unable to provide dedicated support or dedicated roles for these functions. This will include (but not necessarily be limited to) refugee/new arrival schemes and scams protection work.  Lead the development of a service ethos that demonstrates flexibility, professionalism, and commitment to the priorities of the County Council.   1. Service Delivery   Lead on Service governance, providing clear management direction, support and challenge both to the service, team and individually, as appropriate and respond to development needs as they are identified ensuring a confident professional service.  Ensure that teams under the postholders sphere of influence fulfil their duties in relation to standards, complaints and scrutiny, maintaining an open culture of transparency, accountability and ownership, taking responsibility for mistakes, putting them right and learning lessons for future improvement.   1. Strategic Development   Lead on the development of service strategies, translating them into a series of clearly defined policies, protocols, plans and processes that are financially and operationally sustainable.  Work with colleagues across the council and externally to contribute to an environment that drives continuous improvement and long term change.  Collaborate with internal and external partners and multiple agencies in service development to achieve improved outcomes for communities in line with the objectives of the organisation.  Compile and present proposals and reports to members at committee level.  Provide a lead role in strategic board meetings.   1. Partnership Working   Manage and actively promote professional relationships with communities, partners and the third sector so that the Communities Service acts as an ‘effect multiplier’, bringing together existing resources to tackle problems identified by ourselves, our partners or our communities.  To identify to the Assistant Director, Communities, Employment and Skills should it appear that the work of the service may be duplicating (or providing replacement for), activity that should be or have previously been provided by statutory partners.  Work proactively with the Heads of Service for Libraries, Skills and the Council’s anti-poverty hub to identify opportunities for joint working, integrating service pathways to supporting those most in need.  Ensure the service can identify and attract external sources of funding to support community and other partners in direct service delivery.   1. Financial Management   Plan, monitor and review budgets in line with the council’s scheme of financial management.  Demonstrate financial control and report performance to the Assistant Director to enable effective and timely management of the overall budget for the whole Service.  Proactively contribute to business planning including identifying efficiency savings and taking appropriate action to realise these.  Ensure plans are in place to implement the requirements of the business plan and associated strategies. Ensure that plans are actively monitored, risks escalated, and mitigating actions taken to manage the risks.  Where relevant, oversee procurement processes following CCC policy and procedure and play an active role in contract monitoring arrangements.   1. Demonstrate an understanding and commitment to equality, diversity and inclusion. |
|  |

|  |
| --- |
| **Job Knowledge, Skills & Experience:** |

**Minimum levels of qualifications and/or equivalent experience required for this job**

|  |  |  |
| --- | --- | --- |
| **Qualifications Required** | **Subject** | **Essential/Desirable** |
| Key Skill Level 4: Bachelor’s  degree; HNC; HND NVQ level 4 or  significant experience in a related field. | Community Development work, Leadership and Management in the Public or Communities sector or similar. | E |
| Evidence of ongoing commitment to continuous professional development. |  | E |

Minimum levels of knowledge, skills and experience required for this job.

|  |  |  |
| --- | --- | --- |
| Identify | Describe | E/D |
| **Knowledge** |  |  |
| Service Operations Management | Demonstrable understanding of principles of service operations management, including service performance management and evaluation of impact. | E |
| Leadership and Management | Good working knowledge of performance management frameworks and their application in a complex public service environment.  Understanding of procurement, contract management and commissioning regulations and policies.  Knowledge of local authority governance and processes for decision making. | E  E  E |
| Policies and Practices | Demonstrable understanding of Council priorities and strategies relating to decentralisation and communities.  Demonstrable knowledge and understanding of the factors that contribute to inequality and deprivation.  Demonstrable knowledge of community development techniques and experience of how to apply them. | E |
| Funding and Budgets | Knowledge of local community funding landscape and potential sources of funding, including Section 106 of the Town & Country Planning Act. | E |
| Public Engagement and Participation | Knowledge of different approaches to public consultation, engagement, and participation. Awareness of different tools, frameworks and community development approaches (e.g. deliberative democracy, citizens panels and assemblies, Asset Based Community Development; strength-based approaches, ladder of participation, appreciative enquiry). | E |
| Early Intervention and Prevention | A good understanding of the challenges facing local government and other public sector partners and how to mobilise community action to support the principles of Early Intervention and Prevention. | E |
| Safeguarding/Community Safety | Knowledge of responsibilities in respect of child protection and safeguarding of children and adults. | E |
| Scams | Knowledge of scams prevention work. | D |
| **Skills** |  |  |
| Multi-agency partnership working and relationship management. | Skilled in developing effective partnerships, working techniques at multiple levels including an understanding of the organisational and governance structures of public, private and voluntary sector.  Strong collaboration and influencing skills and the ability to advocate for the county council’s priorities in a complex external environment.  Proven knowledge of stakeholder engagement, mapping and relationship management. | E |
| Leadership & Management | Ability to lead and manage through a time of significant change and beyond.  Developing and embedding a culture that sees the service as a central part to deliver the priorities of the Council as set out in the strategic framework.  Developing a service delivered by a team that clearly understands its role, contribution and limitations, giving individual teams freedom to act within a clearly defined priority framework.  Proven management, coaching and leadership skills including maintaining good operational oversight of a team of staff, ability to identify potential issues, deliver of specific programmes of work to deadline, and taking appropriate independent action and escalating issues when needed.  Budget management and monitoring skills.  Ability to be able to identify sources of funding and complete high quality funding applications. | E |
| Use of Evidence & Information | Ability to be able to access, interpret and use a range of evidence to enable service improvement  Good analytical skills, proven experience of summarising, analysing and evaluating information | E |
| Communication | Excellent communication skills including strong report writing and presentation skills.  Proven verbal communication and relationship management skills, the ability to initiate, develop and manage complex partner, community and stakeholder relationships.  Ability to represent the council with a range of partners at the equivalent level to the role and on occasion represent the Assistant Director if needed.  Ability to lead a team to develop and deliver group work or training when necessary as well as facilitate local engagement forums or individual work with residents or young people.    Political astuteness and sensitivity, communicating with diplomacy and tact. Understanding when to act/respond and when to escalate. | E |
| Personal Resilience | A flexible and resilient approach to plan, organise and prioritise a demanding workload in order to maintain the delivery of multiple, competing short and long term objectives.  Ability to travel around the county to attend meetings and events and support your team.    The ability to use own initiative and to be proactive to identify areas for opportunity work while working within an agreed framework.  Strong collaboration, influencing and motivational skills and the ability to advocate for the county council’s priorities and work as a multi-agency team. | E |
| **Experience** |  |  |
| Leading, mentoring people, organisations and partners | Significant experience of leading, developing, managing and motivating a team.  Proven performance management experience and oversight of team objectives.  Experience of successfully managing change which has led to service improvements.  Proven experience and ability to thrive in a complex environment and demonstrate resilience taking personal responsibility for making things happen and achieving desired results.  Experience of leading the development and delivery of effective team and community communications which include social media internal and external communications.  Experience of being responsible for a budget and ensuring that this is appropriately managed within financial regulations and audit ready.  Experience of leading a team to deliver community engagement activity, group work delivery and facilitation and collecting relevant information to feed into service delivery, design and strategy.  Experience of refugee and asylum seeker issues and resettlement programmes.  Experience of leading a team that builds community capacity through partnership.  Experience of leading early intervention and prevention activity and evidencing and celebrating success of positive outcomes.  Experience of presenting information across all levels of the organisation and to external partners. | E  E  E  E  E  E  E  D  D  D  D |
| Equality, Diversity and Inclusion (applies to all roles. | Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role. | E |
| **Safeguarding** *(include for roles working with children/vulnerable adults)* | Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults. | E |

**Disclosure level**

|  |  |  |
| --- | --- | --- |
| What disclosure level is required for this post? | None | Standard |
| Enhanced X | Enhanced with barred list checks |

**Work type**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid) | Fixed | Hybrid  X | Field | Remote | Mobile |