

Job Description and Person Specification

Job details

Job title:	Safer Communities (Operations) Manager
Grade:	NNBAND09 (37hours)
Reports to:	Head of Stronger and Safer Communities
Responsible for:	The delivery of Safer Communities Services
	Line Manager for:
	<ul style="list-style-type: none"> - (Interim) Senior Community Safety Officer - Corby CCTV Control Room Supervisor
Directorate and Service area:	Public Health, Communities & Leisure – Communities & Leisure

Purpose of the job

This role is full-time (37 hours) and reports to the Head of Stronger and Safer Communities. The post will be the lead for the operational arrangements relating to community safety including discharging statutory powers in relation to investigation, case management and enforcement of anti-social behaviour and hate crime and managing the provision of CCTV in North Northamptonshire. The Manager will supervise, manage, and develop employees within the team, ensure training and regular supervision takes place, performance monitoring and managing sickness absence.

The Manager will continually develop and improve services in line with new opportunities and legislation, reflecting the Council's priorities and service culture.

Principal responsibilities

1. Provide strong leadership to and management of the Safer Communities Operations team: enabling team members to embrace and move forward with changes in a positive, enthusiastic and effective way.
2. Ensure that the team's performance and activity contribute to the achievement of the Community Safety Partnership Plan, Anti-Social Behaviour Policy and Corporate Enforcement Policy.
3. To ensure the team's activities fulfil the statutory duties under Anti-Social Behaviour, Crime and Policing Act 2014 and other applicable legislation.
4. Manage the CCTV function for North Northamptonshire Council. Line manage and support the CCTV Control Room Supervisor to manage the CCTV Operatives.
5. Work in conjunction with the Stronger Communities Manager (Place) and Stronger Communities Team Leader to provide professional community safety and case management support to the priorities identified by the place-based working frameworks. Be the lead officer for tasking community safety operations through the Community Safety Partnership.
6. Lead on the preparation of Critical Incident Briefings and attend partnership response tactical meetings for community tensions arising from critical incidents.
7. To work with officers internally, and externally to develop and promote joint working and sharing of information supporting the "One Team" approach of the Council.
8. In conjunction with the Head of Service, prepare draft reports on relevant matters for Council committees, Members, Assistant Directors, and other Senior Officers as required.
9. Be responsible for specific allocated service budgets relating to community safety, undertaking monthly forecasting and budget monitoring returns. Identify and escalate budget pressures as required and

instigate remedial action where required. Maintain accurate financial records in relation to external grants.

10. Review and determine in conjunction with NNC legal services cases for prosecution and enforcement involving litigation.
11. General responsibilities applicable to all jobs
12. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
13. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
14. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
15. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
16. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

- This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.
- Vetting clearance through Northants Police.
- Full UK Driving Licence and access to own vehicle is essential to carry out the requirements of the job including travel to meetings and site visits.
- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>A degree or equivalent qualification in a relevant field – such as Community Safety, Community Development or Social Science, OR significant experience in a related field – such as Public or Communities sector or similar.</p> <p>Evidence of ongoing commitment to continuous professional development.</p>	<p>NVQ Level 4 in leadership or equivalent.</p>
Experience and Knowledge	<p>Experience of line management or supervisory responsibilities.</p> <p>In depth knowledge of the statutory powers, duties and guidance frameworks relating to community safety: domestic abuse, serious violence reduction, Prevent and anti-social behaviour.</p> <p>In depth knowledge of the Anti-Social Behaviour, Crime and Policing Act 2014, Police and Criminal Evidence Act and the statutory guidance frameworks.</p> <p>Experience of preparing and reviewing evidential material and preparing case files for prosecution.</p> <p>Experience in local government, voluntary or commercial sectors.</p> <p>Experience of working without supervision and under pressure.</p> <p>Experience of working to challenging targets.</p> <p>Knowledge and experience of establishing and managing robust governance.</p> <p>Experience of budget management, financial processes and setting up and maintaining administrative systems.</p> <p>Knowledge and experience of providing coaching, advice and development to support and motivate individuals and teams.</p> <p>Interpersonal and organisational sensitivity.</p>	<p>Experience of managing conflict through diplomacy and negotiation.</p> <p>Presenting evidence in Court proceedings.</p>

Attributes	Essential criteria	Desirable criteria
	Experience of handling enquiries from a variety of stakeholders, colleagues and members of the public.	
Ability and Skills	<p>Excellent IT literacy skills - Experience of using MS Excel, PowerPoint, Word, and Outlook. Excellent communication skills (verbal and written).</p> <p>Excellent communicating and influencing skills with internal and external customers.</p> <p>Ability to work calmly and effectively under pressure and in challenging circumstances.</p> <p>A professional manner in dealing with colleagues and the public.</p> <p>Drive for high quality results and adaptability.</p> <p>Ability to seek, retrieve and collate information from a variety of sources and make judgements.</p> <p>Highly effective planning and organising own workload, and that of direct reports.</p> <p>Numerical skills & ability to analyse spreadsheets & financial accounts.</p> <p>Excellent attention to detail.</p> <p>Fair and objective decision-making ability.</p> <p>Tact and empathy.</p> <p>The ability to work well individually and part of a team.</p> <p>Ability to work with minimal supervision.</p>	Experience of using case management systems for ASB and ERP Gold or similar data and financial management applications.
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Vetting Clearance	

Attributes	Essential criteria	Desirable criteria
	<p>Awareness of working in a political environment.</p> <p>Driven by customer excellence.</p> <p>A commitment to equal opportunities and social inclusion.</p> <p>Flexible attitude to working hours and to be prepared to work outside normal office hours on occasion according to the needs of the service.</p> <p>Must be able to travel throughout the county using own transport.</p>	