

ROLE PROFILE



Role profile		
Title	Community Connections Operational Manager	
Grade	GRADE I	
Reference:	N250	
Reports to:	Community Connections Strategic Manager	
Work style Definition	Office based hot-desk/touch down worker	
Primary purpose of role	Responsible for the operational delivery of the Community Connections service, supporting strategic managers and technical leads to deliver a service that supports the community to feel more engaged and empowered to make sustainable changes whilst meeting statutory targets.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none"> ▪ Day to day operational management of the Community Connections Service, working with partners and communities to implement, monitor and review the community engagement strategy across the city (50%) ▪ Implement the Community Connections Service multi-disciplinary locality based model and future developments ensuring all statutory services are delivered within statutory guidelines and timescales (40%) ▪ Coordinates the input of the Community Connections Service into key community work building engagement, Social Capital, Community Development work across the city (10%) 	Role measures <ul style="list-style-type: none"> ▪ Staff engagement and satisfaction ▪ Staff absence rates ▪ Service objectives targets are met ▪ Statutory responsibilities and timescales are met ▪ Deliver service within budget and meet any savings targets ▪ Development and implementation of the workforce development programme ▪ Deliver a working procedure manual for the Community Connections service
Key activities	<ul style="list-style-type: none"> ▪ Ensure the delivery of service change including developing business cases, helping set outcomes and writing service plans (10%) ▪ Meet service targets to drive service improvement through monitoring performance, reviewing current practice and working with Community Connections teams to ensure continual improvement against outcomes (30%) ▪ Maintain collaborative relationships with a wide range of internal and external partners to ensure customers receive the correct service and minimise duplication whilst improving services for the customer (25%) 	



Plymouth City Council is committed to providing access, adaptations and alternatives wherever possible, to enable people with disabilities to fulfil the criteria for and to carry out role duties.

	<ul style="list-style-type: none"> ▪ Support the Strategic Managers with financial control of budgets of approximately £6,000,000 across capital and revenue, ensuring the Community Connections service is delivered to budget, meets savings targets and is commercially aware in all decision making (10%) ▪ Day to day management of Community Connections service including coaching/mentoring staff, line management, resource and risk management supervision and annual performance reviews (20%) ▪ Provide briefings on service performance to senior management and teams within the Community Connections service (5%) ▪ Deputise for the Strategic Managers as appropriate ▪ Any other activities suitable to the grading of the post
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Degree level educational achievement or equivalent experience in a relevant field such as Housing, Homelessness, Community Safety or Community engagement. ▪ Extensive knowledge of legislation, policy and government initiatives relating to one or more of the following: Community engagement, Housing and Homelessness and Crime and Anti-Social Behaviour.
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Management or leadership qualification or equivalent.
Essential experience	<ul style="list-style-type: none"> ▪ Management experience of leading public facing multi-disciplinary service delivery. ▪ Proven track record of working in partnerships with a wide range of individuals and organisations. ▪ Proven experience of business planning, setting measurable objectives and managing and implementing change. ▪ Experience of working flexibly and managing conflicting demands and priorities. ▪ Experience of working with and advising elected members and senior officers. ▪ Extensive experience of working in highly complex social environments. ▪ Experience of working with large budgets and financial planning.
Desirable experience	
Essential skills	<ul style="list-style-type: none"> ▪ Strong Leadership skills to motivate and gain commitment to service and Council objectives. ▪ Excellent communication skills and experience to deliver messages to differing audiences. ▪ High levels of analytical thinking and political awareness. ▪ Highly developed decision making skills on immediate complex situations. ▪ Financial and commercial awareness and a creative approach to problem solving. ▪ Ability to interpret and understand complex legislation.
Corporate standards <ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation. 	