

ROLE PROFILE



Role profile		
Title	Senior Community Connections Officer (Safer Communities)	
Grade	GRADE F	
Reference:	N242	
Reports to:	Operational Manager	
Work style Definition	Office based hot–desk/touch down worker	
Primary purpose of role	Responsible for holding a complex caseload which requires more specialist knowledge and experience around housing improvement, homelessness, community safety, and supporting activities in navigating workflow from the Community Connections Gateway to the Locality teams.	
Key accountabilities and key measures	Role outcomes <ul style="list-style-type: none">▪ Manage and monitor communications and engagement with stakeholders, including internal services, partner organisations, contractors, citizens, communities, suppliers, to provide information, advice and guidance including organising and attending meetings and engagement events (30%)▪ To lead on projects to tackle crime and anti-social behavior including the application of e.g. restorative, mediation and other approaches – with a particular emphasis on early intervention and prevention (70%)	Role measures <ul style="list-style-type: none">▪ Contribute to community safety events▪ Implement into a range of early intervention and prevention interventions, including community solutions▪ Contribute to Safer Plymouth outcomes
	Key activities <ul style="list-style-type: none">▪ Provide appropriate support to staff in order to proactively problem solve and deliver agreed outcomes. Take a lead role in complex problem solving (10%)▪ Carry out consultation with stakeholders and service users, collating feedback and analysis across Community Connections to improve service delivery and customer experience (10%)▪ Prepare funding proposals and provision of support for project leaders to develop funding proposals (10%)▪ Gather and document evidence to support applications and procedures appropriate to the nature of the work/case i.e. evidence of need/medical condition, anti-social behavior or witness statements, including acting as a witness in legal proceedings (10%)▪ Provide training and support to staff and if necessary external stakeholders including the police in procedures such as Anti-Social Behavior Processes (10%)▪ Document and investigate complaints following the appropriate processes & procedures appropriate to the incident (10%)▪ Quality assuring initial assessments at tier 1 and challenging the verdict where	



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.

	<p>appropriate (5%)</p> <ul style="list-style-type: none"> ▪ Reviewing resource management plans with the Operational manager and other Senior Community Connections Officers to identify areas of risk across the service and agree mitigating actions (5%) ▪ To respond to/problem-solve incidents of low level volume crime across the City including identifying and implementing a range of early intervention & prevention activities, including community solutions and enforcement when appropriate (15%) ▪ Responsible for leading and facilitating stakeholder consultation events within the community with members of the public and partners (10%) ▪ Analyse and monitor data to support and enable service planning to meet the needs of citizens and communities (5%) ▪ Undertake other duties appropriate to the role
Essential qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Evidence of the ability to identify and manage risks identifying triggers and mitigating actions ▪ The ability to work flexibly across the city in a variety of locations, identifying, and dealing with a many different issues ▪ Knowledge of the Crime, Anti-Social Behaviour and Policing Act and Crime & Disorder Act, particularly s17 & s115 ▪ Qualifications to NVQ3 level with literacy and numeracy skills equivalent to Grade A-C in GCSE Maths & English or equivalent work experience in the following fields,, Anti-Social behaviour and community safety
Desirable qualifications/ knowledge	<ul style="list-style-type: none"> ▪ Experience and knowledge of dealing with anti-social behaviour and the associated legislation, initiatives and processes that accompany them ▪ Understanding of the Police and Social Responsibility Act and the interface between community safety partnerships and Police & Crime Commissioners ▪ Knowledge of the role of the Police and Crime Panels ▪ An understanding of the economic and social inequalities that can give rise to ASB and the need to build strength and resilience in communities
Essential experience	<ul style="list-style-type: none"> ▪ Experience of project work with knowledge of issues which can arise from working across a multitude of areas ▪ Experience of providing advice and guidance to staff and other stakeholders including planning and conducting consultation events
Desirable experience	<ul style="list-style-type: none"> ▪ Experience of Planning, Designing and Project managing multiple projects ▪ Experience of business planning and designing business cases
Essential skills	<ul style="list-style-type: none"> ▪ Creative and developmental skills required for creative and complex problem solving, including strong analytical and judgment skills to evaluate situations ▪ Developed negotiating and persuasive skills required to encourage others to adopt a particular course of action ▪ Able to work on own initiative with minimal supervision, understanding the need to escalate where and when appropriate ▪ Effective oral and written skills to enable communication at all of levels to ensure clarity and understanding, often translating complex legislation and guidance into plain English ▪ Proven ability to work as part of team and sustain good working relationships with

	<p>both internal and external customers</p> <ul style="list-style-type: none">▪ Keyboarding and ICT skills required to use the full Microsoft suite, send and receive emails, compile documents or presentations and conduct research. Skills may be required to use Computer Aided Design for some elements of work.
<p>Corporate standards</p> <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.	