

# ROLE PROFILE



<b>Role profile</b>		
<b>Title</b>	Community Connections Technical Lead (Safer Communities)	
<b>Grade</b>	GRADE H	
<b>Reference:</b>	<b>N245</b>	
<b>Reports to:</b>	Community Connections Strategic Manager	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Primary purpose of role</b>	<p>Subject Matter Expert providing service wide expertise on complex cases, community based initiatives and professional support to Community Connections Seniors and Officers supporting Community Connections service to fulfil statutory duties in accordance with legislation and policy updates</p> <p>Collaboration across the Community Connections team and with other service areas within and external to the Council</p> <p>Collective responsibility for providing a range of structured in house training to support workforce development and service improvement towards a multi skilled workforce.</p>	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Contribute to continuous improvement of service by promoting good practice, providing briefings coaching, mentoring and supporting workforce development (40%)</li> <li>▪ To provide support to Strategic Manager and partners to fulfill the obligation to section 17 of the Crime and Disorder Act 1998, and Localism Act 2011 (20%)</li> <li>▪ To lead community safety work that will deliver crime reduction outcomes and reduce threat, risk and harm in communities (20%)</li> <li>▪ To lead community development initiatives that will engage communities, build social capital and support the implementation of the Community Engagement Framework (20%)</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Service outcome targets met.</li> <li>▪ Statutory responsibilities and timescales are met.</li> <li>▪ Support delivery of Safer Plymouth outcomes.</li> <li>▪ Support the collection of qualitative outcomes to measure community satisfaction, capacity and cohesion.</li> </ul>
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ Deliver service improvement via coaching and mentoring of staff including feedback around specific cases (10%)</li> <li>▪ Deliver briefings, lunch and learn sessions and other training events as appropriate to ensure staff are supported to gain a broader knowledge about Community Connections service (10%)</li> <li>▪ Support operational management team to deliver service improvement via monitoring and reviewing performance and implementing service change where</li> </ul>	



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>necessary (10%)</p> <ul style="list-style-type: none"> <li>▪ Provide service wide subject matter expertise on particular subjects, keep up to date with legislation and ensure knowledge of future possible changes is up to date (10%)</li> <li>▪ Support Safer Plymouth via Strategic Manager to fulfill the statutory requirements to reduce crime, disorder and anti-social behavior and associated factors (10%)</li> <li>▪ Co-ordination and facilitation of events, stakeholder workshops, partnership meetings in order to ascertain information on community issues (5%)</li> <li>▪ Work with Community Leaders, members, partners and the community to help resolve community issues and problem solve difficult issues (10%)</li> <li>▪ Provide support for community based asset mapping to support communities to access the Community Connections service and other community based modes of service delivery (10%)</li> <li>▪ Secure funding, generate income to deliver community based support services (10%)</li> <li>▪ Work with commissioning to ensure spend is focused around meeting Safer Plymouth, IHWB and Growth outcomes and partners are meeting the needs of the most vulnerable (5%)</li> <li>▪ Development of programmes of community led participation, engagement, decision making and neighbourhood planning to improve services and facilities within communities (10%)</li> <li>▪ Undertake other duties appropriate to the grading of the post</li> </ul>
<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>• Degree level or equivalent in a regeneration field, community work, crime and disorder or social policy</li> <li>• Expert knowledge of relevant legislation, policy and government initiatives</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent knowledge of national agendas for policing and crime reduction, causes of crime, strategic assessments of crime and disorder and effective interventions</li> <li>• Excellent knowledge of community development, neighbourhood regeneration, economic development and health and wellbeing issues</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of workforce development and service improvement</li> <li>▪ Experience of supporting multi-disciplinary teams delivering services responding to crime reduction, community safety, anti-social behaviour and communities or related subjects</li> <li>▪ Broad experience and understanding of engaging and consulting effectively with diverse partners and communities</li> <li>▪ Experience of problem solving across multi-agency disciplines and excellent inter-agency liaison</li> <li>▪ Extensive experience of dealing with cases from selected field of expertise</li> <li>▪ Demonstrable experience of interpreting and explaining complex legislation and guidance, and to make clear, consistent decisions</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of delivering/ facilitating training</li> <li>▪ Experience of working within a local authority or similar environment</li> <li>▪ Experience of supporting the development of community initiatives and projects</li> <li>▪ Experience of project management</li> <li>▪ Experience of working in a political environment</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication skills</li> </ul>

- Highly developed analytical skills
- Highly developed forward planning skills to devise strategies and plans to support the strategic direction of the organisation over months and years
- Ability to look critically at existing practice, evaluate options and recommend improvement
- Possess the ability to carry out lone working with minimal supervision

### **Corporate standards**

- 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.