

## Role Profile

Role Title:	<b>Community Services Manager</b>
Department:	<b>Community</b>
Reporting To:	<b>Council Manager</b>
Hours:	<b>37.5 Hours per week</b>
Salary Range:	<b>SCP 20 (£25,295) – SCP 26 (£29,636)</b>

## Overview

Woughton Community Council is the council closest to the communities of Netherfield, Coffee Hall, Eaglestone, Tinkers Bridge, Leadenhall, Peartree Bridge and Beanhill. Supporting a population of around 14,000 people, the parish has some challenges but is a vibrant and welcoming community. An innovative and forward-thinking council, we are committed to the highest standards of delivery in everything we do.

You will co-ordinate the development and delivery of a range of community services across the parish of Woughton, building community involvement and ownership and addressing the key issues for the locality.

We are looking for an individual with proven skillset in supervising and management, being directly responsible for the effective operation of the community team.

With a committed, passionate team in place, the right applicant has a chance to make a real difference to the lives of local people, whilst developing professionally in a friendly and supportive environment.

## Key Duties

Your key duties, are including but not limited to the following:

- To promote community participation, engagement and ownership
- To encourage collaboration and collective working within the community members, voluntary and statutory organisations
- To develop the range of personal, social and healthy living opportunities and service for the WCC area
- To ensure the needs of residents are adequately communicated to voluntary and statutory bodies and across WCC elected members
- To promote and manage the recruitment and development of volunteers across the parish and within the council service delivery
- To be part of the overall delivery team, playing a full role in all aspects of the community services projects, where necessary.
- Staff and service management and development
- To coordinate development, implementation and delivery of community services in the parish, being part of the overall delivery team
- To work within and implement Woughton Community Councils Strategic Plan and Annual Service Plan.
- To be responsible for developing and monitoring the standards of service delivery within the community services directorate, in conjunction with Senior Managers

- To work with the Community Development Officer to establish good clear links between the Community Council and any other organisations or clubs with a view to improving quality of life for residents, including attendance at relevant meetings and forums.
- To work with new and existing partnerships to develop sustained and independent community activity.
- Responsible for the coordination of advice, social, health, and community services within the parish and its staff (including Community Fridge, Community Café, Advice Service, wellbeing groups and other aspects of service delivery).
- To attend meetings, prepare reports and work programmes.
- To oversee the WCC Communities and Environment Fund.
- To develop and implement policies and processes that encourage volunteering within the council, providing ongoing support and management, working across directorates
- To operate within agreed budgets and to monitor projects expenditure
- To be part of the Strategic Leadership team of the Council, attending agreed meetings and work with elected members where appropriate.
- Any other tasks as may reasonably be required within WCC.

\*An additional scale point will be awarded to candidates with a recognised management qualification (at Level 3 or above).

## Person Specification

### Essential

- Previous Management experience, including management of staff/volunteers.
- Relevant experience of working with the wider community
- Successful experience of delivery of projects
- Ability to network and build sustainable working partnerships with other agencies
- Knowledge and understanding of issues concerning work with disadvantage and unheard communities.
- Willingness to undertake relevant professional training to gain formal qualification within 24 months of appointment (if not already obtained.)

### Desirable

- Working knowledge of the practices of first line local authority.
- Experience in working with Boards of Directors/Committees/Councils.
- Professional qualifications in youth, community or management.

## Technical job-related skills

### Essential

- Proficiency in IT platforms (Word, Excel, Outlook, PowerPoint, Publisher.)
- Able to demonstrate an understanding of and commitment to equal opportunities.
- Good standard of literacy and numeracy.

### Desirable

- To have a good standard of presentation skills
- Familiarity with financial accounts

## Personal job-related skills

### Essential

- Well developed writing and communication skills.
- Able to produce written reports using range of IT skills
- Able to prioritise and effectively manage time.
- Flexible approach to working hours as occasional evening and weekend work may be necessary.
- Commitment to equal opportunities.
- Friendly and welcoming personality
- Well organised and practical
- Open to new ideas
- Good problem-solving skills
- Can motivate others without creating dependencies
- Calm under pressure
- Able to communicate with people from different backgrounds
- Can motivate different types and ages of people to work together
- Comfortable working as a member of a team
- Willing to undertake further training to improve their knowledge and skills
- Full clean UK driving licence.

### In return we offer:

- We are a Living Wage employer and offer a competitive salary range.
- We offer flexible working options
- We are a Mindful employer, supporting positive mental health and wellbeing
- We encourage access to training and development opportunities, with excellent levels of support and a focus on professional development
- We offer a 'Bike to work' loan scheme, providing tax free loans for bikes and cycling equipment
- We offer an excellent Local Government pension scheme, good levels of annual leave and excellent terms and conditions (including annual incremental pay rises, sick pay, dependents leave and similar).