

ROLE SPECIFICATION



WOKINGHAM
BOROUGH COUNCIL

Job Title	Assistant Director, Neighbourhood & Communities		
Service	Communities, Insight & Change		
Team	Neighbourhood & Communities	Location	Shute End/Smart Working
Reports to	Director, Communities, Insight & Change	Grade	SM3
<p>This job description sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.</p>			
Summary of Role			
<p>To lead, manage, develop, and drive a new approach to our 'Localities' proposition for our customers (residents) via a sizable customer facing team who provide the main contact and access point for a wide range of frontline services.</p> <p>To ensure continuous improvement by rethinking the councils place in the community, implementing changes in roles, working practices, culture and services to make a positive difference to the outcomes for our Communities.</p> <p>To build mutually beneficial partnerships that are both customer centric and commercially sustainable. Making sure we're closer to communities as a result; encouraging a resident-focused culture whilst embedding digital 1st tools and processes making the Council easier to do business with.</p>			
Key Accountabilities & Responsibilities			
<p>The Assistant Director of Neighbourhoods and Communities will provide clear leadership and management direction for the following services areas; Community Engagement, Community Environmental, External BME Forum, Community Safety Partnerships (CSP), Libraries, Registrars and Public Protection Partnership* (PPP). *This remit may expand/alter subject to the Service Review.</p> <p>Accountable for:</p> <ul style="list-style-type: none"> • Redesigning how these council services should be run, away from individual service perspectives to a customer perspective whilst ensuring key statutory accountabilities are met in collaboration with other peers and wider colleagues/stakeholders • Provide leadership, support, challenge and contribution to the Council's community leadership role, ensuring delivery of the Corporate Plan and Community Strategy. 			

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- Responsibility for the Community Safety Partnership (ASB, DA and DHR) and Public Protection Partnership in conjunction with other agencies and organisations. Maintaining regulatory services and leading on all associated projects and forums.
- To increase the profile of the service teams in the community, working in conjunction with the Voluntary Sector, Town & Parish Councils and wider Stakeholders
- Creating a sense of shared purpose and vision with our Town and Parish councils, delivering a strong partnership approach to community and funding problems
- To ensure that all enforcement functions across the council and partners are joined up to deliver the most effective outcomes for the residents of Wokingham Borough.
- Optimising all income streams across the service identifying further monetization opportunities to support the Councils support of the community and customer requirements.
- Manage, motivate, develop, coach and appraise team members to maximize their individual and collective performance, fulfil their potential, embedding personal development to deliver a high performance culture within the service(s).

Key Responsibilities :

- Define, oversee and implement a responsive Neighbourhood and Communities' services, maximizing customer satisfaction by ensuring the needs of customers and residents are met through the efficient deployment of resources, stronger partnerships and a drive for continuous improvement.
- Leading the delivery of a group of related services ensuring that intended outcomes are being achieved through effective management against key performance measures.
- Refocusing the service(s) from transaction lead outcomes to partnership/customer lead outcomes; developing and maintaining positive working relationships, providing clear leadership focus within and amongst our partners to initiate and develop necessary links to further the councils objectives alongside other local authorities, Town & Parish Councils, professional bodies and other private/public/ voluntary sector as appropriate.
- Managing significant delegated budgets and resources on behalf of the Council, ensuring they are used in a way that demonstrates value for money, commercial acumen, a focus on delivering intended customer outcomes and compliance with statutory / financial regulations
- Delivering the Council's responsibility to provide a comprehensive library service.

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- Delivering a joined up approach to crime and disorder and community safety, taking responsibility for partnership working with the Police and Crime Commissioner (OPCC), Probation and Fire Services and a range of operational partnership groups such as the Thames Valley Violence Reduction Unit, MARAC and MAPPA as well as the Crime and Disorder Partnership.
- To Identify and harness commercial opportunities for new growth, products and alternative sources of funding and income across the range of services. To strategically contribute to increasing the Council’s income targets in an innovative and ethical way.
- Providing guidance and support to Elected Members to help them translate their political priorities into initiatives that deliver the intended outcomes for residents.
- Leading strategic, Council wide programmes and projects ensuring they are managed and controlled effectively and deliver their intended outcomes.
- Review, analyse and present management information (quantitative and qualitative) to senior management, outlining options and recommending actions as required in order to achieve service/customer outcomes.

Additional Corporate Responsibilities

1	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
2	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
3	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
4	Special Factors: <input type="checkbox"/> Has own transport to travel across the borough, <input checked="" type="checkbox"/> work some evenings/weekends, <input type="checkbox"/> hazardous conditions, <input checked="" type="checkbox"/> silver/gold* emergency response <input checked="" type="checkbox"/> politically restricted post, <input type="checkbox"/> DBS check required
5	Behaviour: Works within the Council’s “competency framework” and adheres to the Code of Conduct and the Council’s Constitution.

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Competencies Required in Role				
Core Competencies	Foundation	Proficient	High Achiever	Role Model
21 st Century Public Servant				✓
Personal Responsibility				✓
Professionalism & Know How				✓
Working together				✓
Leadership Competencies			High Achiever	Role Model
Setting Direction				✓
Leading People				✓
Delivering Results				✓
Person Specification				
Qualifications				
Essential		Desirable		
<ul style="list-style-type: none"> Education to degree-level or equivalent relevant professional qualifications or expertise 		<ul style="list-style-type: none"> Membership of relevant professional body 		
<ul style="list-style-type: none"> Evidence of continuous personal and professional development 				
Technical Skills				
Essential		Desirable		
<ul style="list-style-type: none"> Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel 		<ul style="list-style-type: none"> An understanding of large, complex and political organisations 		
<ul style="list-style-type: none"> Excellent written and verbal communication skills with an ability to vary style to meet the needs of the audience 				
<ul style="list-style-type: none"> Ability to analyse management data and communicate to groups, including recommending appropriate action where necessary 				
Knowledge & Experience				
Essential		Desirable		
<ul style="list-style-type: none"> Significant experience of strong partnership development, with clear shared visions and shared sense of 				

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<p>purpose, in a community environment, recognising the importance of strong relationships and equality, being the foundation of developing long term sustainable partnerships</p>	
<ul style="list-style-type: none"> • Experience in improving outcomes for residents and communities through customer centric service and programme improvements, evidencing increase in customer satisfaction 	
<ul style="list-style-type: none"> • Experience of working effectively with stakeholders and elected members to deliver strategic objectives in the communities they represent, supporting them to resolve problems and develop effective local relationships, thereby developing opportunities for communities to better help themselves 	
<ul style="list-style-type: none"> • Able to develop, communicate and gain ownership for a clear vision and direction for the Service, whilst meeting key performance measures. Develop and sustain partnerships with external organisations including voluntary organisations and users of the services 	
<ul style="list-style-type: none"> • Able to build effective teams and relationships which are not dependent on hierarchy and line management. Able to demonstrate experience in strong leadership and lead by example. 	
<ul style="list-style-type: none"> • Extensive experience of delivering sustainable outcomes for 	

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<p>communities within the Community Safety agenda. Ability to develop relationships and strengthen partnerships with the associated partners e.g. OPCC.</p>	
<ul style="list-style-type: none"> • Experience of enforcement and its application to deliver effective, coordinated and sustainable outcomes 	
<ul style="list-style-type: none"> • Demonstrate ability to act and think strategically, to work corporately to encourage cooperation across departmental and professional boundaries 	
<ul style="list-style-type: none"> • Able to evaluate competing budgetary and service priorities and ensure that services are coordinated in a way which will achieve maximum effectiveness and value for money in accordance with political priorities 	
<ul style="list-style-type: none"> • Experience in data management, interpreting and presenting findings to senior colleagues and partners 	
<ul style="list-style-type: none"> • Able to establish positive relationships with elected Members, which generates confidence and respect. 	
<ul style="list-style-type: none"> • Able to think laterally and develop creative and innovative solutions allied with an entrepreneurial disposition. A bias for action and an ability to exploit new opportunities 	
<ul style="list-style-type: none"> • Experience in leading Council wide programmes, coordinating across multiple disciplines, providing the appropriate level of direction to ensure achievement of agreed outcomes 	

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Service and Role Scope

Neighbourhood & Communities

As part of our 4 year plan (2020/24) we are looking to improve outcomes and strive to work together with our residents and our partners to address and improve what really matters to ensure that Wokingham borough remains a great place to live, learn, work and grow and a great place to do business. We are achieving great things, such as the regeneration of Wokingham town centre, tackling the climate emergency and challenging traffic congestion. We have been and will continue to be ambitious and innovative and looking to our vision in enriching lives, providing safe, strong communities, changing the way we work for you, be the best we can, provide a clean and green Borough, provide the right homes in the right places and keep the Borough moving.

Neighbourhoods and Communities will include the following services areas; Community Engagement, Community Environmental, External BME Forum, Community Safety Partnerships (CSP), Libraries, Registrars and Public Protection Partnership* (PPP). *This remit may expand/alter subject to the Service Review.

Scope of Role

Resources

- Circa 73 Full Time Equivalent Staff
- Circa £2.4 budget

Risk and Impact

Accountable for the delivery of efficient, professional and commercial services to the Council's customers that are aligned to the Council's ambitions, managing performance to meet the desired outcomes.