

**Manchester City Council
Role Profile**

**Neighbourhood Officer, Grade 7
Salary Range: £30,451 - £33,782
The Neighbourhoods Service, Neighbourhoods Directorate
Reports to: Neighbourhood Manager
Job Family: Front Line Delivery**

Key Role Descriptors

The role holder will work within a team who are responsible for the delivery of a wide range of operational tasks, continually promoting quality improvements, and ensuring the efficient utilisation of all resources.

The role holder will contribute to the delivery of a service that addresses the needs of local communities and is responsible and accountable for ensuring that activity undertaken is proportionate, effective, has impact, is long lasting and delivered to a high standard.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents, businesses and other stakeholders.

Key Role Accountabilities:

Provide effective management, coordination and direction to partners, residents, businesses and community groups. Developing and implementing knowledge transfer plans, and supporting the principals of 'joined up' communication and to ensure efficiencies are achieved.

Ensure performance targets are met and outcomes are improved through continuous monitoring and quality assurance of information, and contribute to the development, implementation and evaluation of strategies to shape future plans for the service.

Develop effective partnership relationships in order to support the delivery of service objectives, maintain existing contracts with providers, and creating new ways of working that improve the quality of services provided to local communities.

Apply a range of knowledge, technical expertise and skills, to safeguard residents, visitors and businesses and achieve neighbourhoods of choice.

Work closely with key stakeholders to develop effective partnerships and greater coordinated working with other agencies ensuring effective community and member engagement.

Manage budgets and identify opportunities to attract additional resources.

Contribute positively to the development of a customer focused culture and promote the City Council's corporate values throughout the service.

Be proactive in identifying and supporting the implementation of change, modernisation and improvements in support of organisational strategies.

Provide robust and effective analysis of information, using outputs to inform work packages and develop an evidence based approach. Support the development and implementation of systems and processes which prioritise work requests based on meeting key corporate objectives.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:**The Neighbourhoods Service**

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines the strategic direction and operational management of Citywide services together with specialist technical support, and three Neighbourhood Teams (North, Central and South) responsible for management and development of the city's neighbourhoods and responding to the needs of different places.

The Neighbourhoods Service has a pivotal role to play in delivering the Council priorities of working with Manchester's communities to create and maintain **clean, safe and vibrant neighbourhoods** that citizens can be proud of with access to employment opportunities and a high quality sport, leisure and cultural offer. The service ensures that the City's communities are listened to, well connected to opportunities and able to be resilient.

The Neighbourhoods Service supports and delivers against the broader council priorities as set out in the Corporate Plan. Working collaboratively with partners through place based approaches to public services (Bringing Services Together for People in Places) that aim to enable people to be healthy, well and safe and reduce demand through integrated neighbourhood teams that are connected to other services and assets locally to deliver new models of care.

Libraries, art galleries, leisure centres, parks, play areas, events and youth services all support our children and young people, to be happy, healthy and successful; fulfilling their potential and contributing to their educational attainment.

The Neighbourhoods Service is fully committed to Zero Carbon Manchester and to reducing carbon throughout all programmes of work and raising awareness of carbon usage and looking for 'greener' alternatives.

We connect residents, businesses and other stakeholders with the delivery of Transport and Residential Growth strategies addressing key issues that will impact on the City's neighbourhoods.

We actively support and seek to embed the Our Manchester behaviours with our staff, partners and residents.

Neighbourhood Teams

The three Neighbourhood Teams lead development and community engagement in their areas and commission against local priorities from Citywide Neighbourhoods Service, the rest of the Council and partners. The Teams (North, Central, and South) contribute to the management and development of the neighbourhoods and are responsible for ensuring that services delivered at a neighbourhood level maintain a strong place focus.

The Neighbourhood Teams are the first point of contact for Members and are responsible for developing Ward Plans with Members and local stakeholders, eg Registered Providers, GMP, other Council services and residents. The Neighbourhood Teams and the Citywide Services will work together to plan and deliver services and achieve the right balance between local needs (as set out in Ward Plans) and citywide priorities (as set out in Citywide Service Strategies). They lead the development of partnership working at a locality level and play a key role in the delivery of Manchester's place based reform programme - Bringing Services Together for People in Places.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other

General Skills

Communication Skills: Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.

Analytical Skills: Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Planning and Organising: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Problem Solving and Decision Making: Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

Continually performs at high levels of achievement, demonstrating tenacity, energy and commitment to achieve desired results.

Financial Management: Numeracy and accuracy skills to handle numbers confidently, collate information and keep accurate and reliable records to help with the monitoring and reviewing of financial resources.

ICT Skills: Ability to use multiple applications, systems and associated software packages.

Technical Requirements (Role Specific)

- Contribution to and understanding of current approaches to community activation and engagement.
- The role holder depending on the nature of the work may be required to work outside of normal office working hours.