

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Community Engagement Manager	Grade: PO6
Section: Community and Partnerships, Customers and Partnerships	Directorate: Chief Executive’s Directorate
Responsible to following manager: Head of Community and Partnerships	Responsible for following staff: Community Engagement (Links) Officers x 2 (Richmond only), Senior Community Engagement Officer (Wandsworth only), Community Engagement Support Officers x 2 (Richmond only)

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement (SSA) between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- Manage, develop and deliver the community engagement programmes in the London Boroughs of Richmond upon Thames and Wandsworth.
- Lead on and be accountable for the Neighbourhood Community Infrastructure Levy for both Councils – known as Wandsworth Local Fund in Wandsworth, and the Community Fund in Richmond.
- Act as a channel of information between the Councils, partner organisations, community and amenity groups and local people.
- Support the embedding of community involvement in Council services.
- Manage a large Community Engagement team across two Boroughs to assist with the above actions

Specific Duties and Responsibilities

To lead and manage the Councils' approaches to community engagement:

- To lead and develop the Community Engagement Programmes in both Richmond and Wandsworth including
 - Community Engagement Strategies supporting an approach to Place-making
 - Initiatives to ensure all residents are able to have a say (including the Outreach Programme)
 - Enabling community led projects including those funded by the Community Fund, and Ward based budgets.
- To advise the lead Cabinet Members and ward members, Chief Executive, Directors, and Assistant Chief Executives to ensure they have the information they need to fulfil their roles in respect of community engagement and involvement.
- To lead on reports for Overview and Scrutiny Committees in both Boroughs and Directors Board on Community Engagement
- To design approaches to support the development of placemaking, community capacity, and facilitate delivery of community led projects and initiatives.
- To advise all service areas across both Councils, representatives from community groups and partner organisations in both boroughs on community engagement programmes, projects and initiatives and ensure there is joined up working and prevent duplication of activities.
- To work across all Council departments to ensure community engagement practices are embedded in service delivery and that this reflects the needs and policies of each Borough.
- To take a leading on the community engagement aspects of the Climate Change and Air Quality Programme in both boroughs
- To lead on the development of innovations in community engagement and ensure delivery of the core engagement mechanisms across both boroughs including community drop-in's, walkabouts and forums; the Community Conversation local area meetings and themed meetings in Richmond and Let's Talk in Wandsworth.
- To ensure that equalities considerations are part of the design and delivery of community engagement in both borough, including the production and update of Equality Impact Assessments
- To evaluate the progress of community engagement projects and programmes, identifying lessons learnt, so that the future approach can be adjusted.

Stakeholder Engagement

- To identify and manage stakeholder relationships and build, maintain and use internal and external networks to deliver community engagement projects in Richmond and Wandsworth.
- Acting as a channel of communication between the Council (with its partners) and local areas.
- Identifying and using various and innovative opportunities for communications within each local area.

- To continue to develop, identify and take opportunities to promote the effective use of social media to support resident engagement and involvement in their local area.
- To review the current community engagement webpages and develop new localised pages and online forum in line with the Richmond engagement programme, working closely with the Web Team.
- To work alongside Communications teams in both Boroughs on communication activity, and the Consultation Team on consultation activity.

Community Involvement

- To lead the approach to Community Involvement, ensuring services are tailored for individual local area needs, in line with the Outreach Programme, whilst delivering a coherent approach across the Borough as a whole;
 - Identifying and promoting opportunities for individuals and community groups to get involved in activities in local areas.
 - Understanding and promoting sources of support for local people who want to get involved.
 - Working across the Council to understand what Council activity is being undertaken or planned in each of the local areas.

To manage the Neighborhood Community Infrastructure Levy

- To manage the allocation and spend of Neighbourhood Community Infrastructure Levy in both boroughs, including overseeing the process of application, allocation and delivery, monitoring spend working closely with the Head of Community of Partnerships; responsible lead officers, and Finance.
- To lead on reports, updates and presentations on the broad range of community engagement activity in both boroughs to senior officers, Members and community groups.

Management

- To line manage two Community Engagement Officers, one Senior Community Engagement Officer and two Community Engagement Support Officers, ensuring regular one to one supervision, that work and learning/ development objectives are set, performance and targets are monitored and appraisals undertaken.
- To develop and deliver effective monitoring of the activity, outcomes and achievements of the team and its engagement and involvement activity.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Richmond upon Thames and Wandsworth.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe,

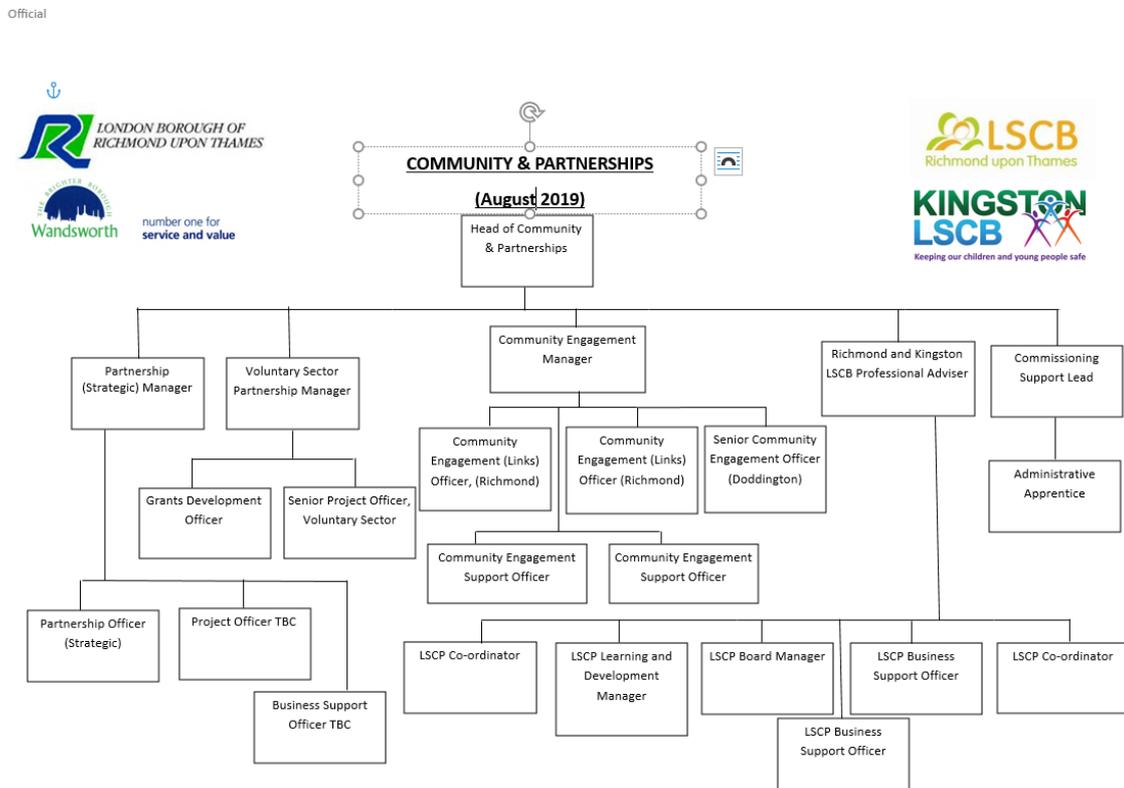
supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

- To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The SSA will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information

- Management of two Community Engagement officers and two Community Engagement Support Officers based in Twickenham and cover local areas in London Borough of Richmond upon Thames, and one Senior Community Engagement Officer based in Wandsworth.
- The postholder will be required to work flexibly across Richmond and Wandsworth.
- Evening and weekend working will be required.

Current team structure



Person Specification

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Post Number/s: To be advised	Last Review Date: August 2019

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision
- taking a team approach that values collaboration and partnership working.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Experience	
Experience of managing staff	A/I
Substantial experience of delivering community engagement, involvement and capacity building projects in a local authority or similar organisation	A/I
Negotiating, influencing and building constructive relationships with a wide range of key stakeholders including members of the public, local organisations, colleagues and elected members	A/I

Project planning to deliver agreed outcomes to demanding timescales	A/I
Working successfully with community or voluntary organisations or residents to build community capacity	A/I
Understanding and experience of using the internet, websites and social media as communications tools	A/I
Understanding of the strategic aims of the Council and the ability to exercise good judgement in promoting them	A/I
Skills and Knowledge	
Energy, enthusiasm and commitment to helping individuals and communities take action to improve their local areas	A/I
Ability to communicate effectively orally and in writing to a wide variety of colleagues and work cooperatively with colleagues, outside agencies, Members, senior managers, community groups and organisations and the public	A/I
An ability to analyse large amounts of information and to compose easily understood reports / briefings, presenting findings clearly and succinctly	A/I
An understanding of the different forms of consultation and participation with the public and other agencies and how these can shape decision making	A/I
An ability to demonstrate how diversity and equal opportunities may be responded to and promoted	A/I
Knowledge of and an ability to use presentation, word processing and electronic mail applications.	A/I
Qualifications	
Not applicable	n/a

A – Application form

I – Interview

T – Test

C - Certificate