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| **Role Title** | **Community Action Manager (Community spaces)** |
| **Job Family** | **Deputy Chief Executive’s Directorate** |
| **Competency Level** | **Principal Officer** |
| **Pay Range / Scale** | **PO4** |
| Purpose | |
| Waltham Forest Council has an ambition to unlock community spaces that can enable local action and reflect our diverse communities. Following from the success of our Community Living Room and Kitchen network this winter, we want to invest in and pilot new ways of collaborating to create neighbourhood spaces across the borough. We are seeking to recruit a **Community Action Manager** to lead the delivery of these new initiatives and support our residents and families to thrive.  You will have excellent stakeholder engagement and communication skills, and the ability to work creatively and positively to find solutions to problems. You will be confident, open, and will excel in building strong and lasting relationships across the Council and with our community partners.  You will have experience of working in delivery focused roles with voluntary sector and community groups and be strategically minded, with an eye for new opportunities. You will be experienced in developing and delivering projects in collaboration with internal and external stakeholders and be excited to spend time out and about in the borough representing the council.  This exciting new post sits within **our Strategy, Change and Communities** function in the corporate centre of the council, working across a range of priorities for our residents. The programme will sit alongside several new initiatives that seek to realign how we partner with our communities and lead how we put our 15 Minute Neighbourhood approach into practice.  If you are a committed leader with a passion for working with communities, we would love to hear from you. To discuss the role and upcoming projects, please contact our Strategic Lead for Community Assets at [hannah.owen@walthamforest.gov.uk](mailto:hannah.owen@walthamforest.gov.uk).  This role is for a 12-month FTC with an ambition to extend. | |
| **Generic Accountabilities** | **End Result/Outcomes** |
| Plan and organise work to ensure the delivery of those aspects of the service for which responsible. | Work is completed on time and to the quality and standards required.  Changes to priorities are accommodated.  Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.  Professional and legal compliance is assured. |
| Undertake / support consultation and engagement procedures. Identifying issues, resolving as appropriate and escalating complex problems if necessary. | Activities are undertaken according relevant guidelines / regulations / procedures.  Customer / stakeholder views are available to inform recommendations.  Data and measurements are accurately recorded. |
| Manage key processes, collate data and analyse complex information. Ensure all required records and information are maintained correctly. | Information / applications are processed according to procedure.  Information is managed efficiently and accurately.  Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies. |
| Prepare and present results / presentations / reports / recommendations. | Accurate, complete and relevant information / reports are provided for internal and/or external use.  Issues are clearly summarised, progress and implications are reported.  The council’s position is clearly stated. |
| Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints. | Information, advice and support are accurate, timely and constructive.  Problems are identified.  Issues are managed through to a satisfactory conclusion, or escalated if appropriate.  Risk to the Council / customers is minimised. |
| Contribute to identifying and delivering information / activities to support service delivery / promote the service area. | Requirements are effectively identified.  All materials / activities are delivered to the required standards and timescales.  Information / activities achieve desired results. |
| Challenge customers’ practice and minimise risk, referring concerns to line manager. | Customer risks are assessed.  Relevant health, safety and welfare requirements are met. |
| Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems. | Improvement opportunities and plans to achieve them are identified and recommended.  Agreed improvements are developed, delivered and evaluated.  Changes are effectively communicated to others. |
| Lead projects or improvement programmes, or contribute to the delivery of larger projects. | Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.  Projects are delivered to agreed specification, timescales and budgets.  All project documentation and reports are completed correctly. |
| Support others in their development, including external organisations / customers where appropriate. | Identify any changes that may impact the service / profession.  Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback). |
| Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role. | Relevant work area reputation is maintained or enhanced.  Stakeholders are engaged with activity relevant to them.  Positive feedback is received from stakeholders.  Communications are clear, well planned and effective.  Best practice is shared and promoted. |
| Support partnership agreements and partnership working within area of responsibility. | Activities which support partnership working are effectively delivered.  Partnership working groups produce valid and timely outputs. |
| Contribute to service / business plans for area of responsibility and to wider service planning and development activities.  Contribute to budget planning as required. | Service / business plans reflect input. |
| Quality check documents, decisions and / or presentations before delivery. | All work meets the required standards. |
| Act in accordance with all policies and procedures which apply to the job and understand the reasons for this. | All policies and procedures are complied with. |
| **Job Specific Accountabilities:** | **End results / outcomes** |
| Project manage the implementation of Community Asset reviews and pilots, including new approaches to access, co-location and use of community spaces. | * Community space is utilised, and community benefit is maximised, through collaboration and strong working relationships with all community tenants. * Service level targets relating to rent subsidies for community spaces are set, monitored and supported. * New opportunities for hosting service delivery in community spaces are identified and actioned in collaboration with key council services (Community Safety, Families and Early Help, Youth provision). * Comprehensive programme of activity developed that aligns to strategic priorities. * Risks and opportunities identified, monitored and acted upon as required * Ensure progress against objectives is effectively monitored and delivered. |
| Support planning and delivery of capacity building support for current and future VCS tenants, including building maintenance and business planning. | * Needs of current community tenants are identified and appropriate support is provided. Impact of asset reviews are mitigated. * Needs of aspiring community tenants are identified and VCSOs are supported to become ‘asset-ready’. * Support for VCSOs is aligned with strategic priorities for the sector and council priorities. * Enhanced community provision. |
| Support the procurement, onboarding and day to day management of contractors and suppliers providing support and services for the VCS portfolio. | * External suppliers are effectively managed and provide maximum support and expertise to the programme. * Risk regarding supplier performance is effectively escalated in a timely manner. * VCS tenants are supported to manage assets, fulfil compliance requirements and maximise asset use. |
| Develop and implement evaluation and monitoring approaches for community asset portfolio, within the context of the wider VCS strategy. | * Clear understanding of Community Asset portfolio, tenant organisations and activities is maintained. * Insights from projects and engagement with wider sector are gathered and analysed to inform programme of support and asset policy development. * Produce regular reports on findings for senior stakeholders. |
| Build and manage relationships with community organisations and connect them with opportunities and support. | * Needs of VCS groups regarding premises are understood within the council and issues arising at individual assets are addressed in a timely manner. * Enhanced capacity of the local voluntary and community sector through the provision of partnership opportunities, space, resourcing and skills. * New opportunities for participation and partnerships brokered within communities. |
| Build and manage relationships with key council services to ensure cohesive relationship with VCS partners across commissioning, funding and partner projects. | * Enhanced capacity of the local voluntary and community sector through identification and coordination of new opportunities across council services. * Enhanced relationship between Council and VCS partners. |

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| **Nature of Contacts** |
| External contacts mainly with VCS groups, particular VCS tenants of council assets and partner organisations. Day-to-day coordination with consultants and training providers for VCS capacity building.  Internal contacts will include the Strategy, Change and Communities function, and colleagues from across relevant council services. Typically involves colleagues working on asset use across the authority (Property Services; Facilities; Regeneration) and services looking to embed provision in community settings (Youth; Early Years; Community Safety).  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.  Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.  Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts. Report in as necessary to relevant steering and organisational boards on the progress of the project. |
| ***Procedural Context*** |
| Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.    Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.  Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.  Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.  Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.  Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.  Postholder is expected to spend time with community tenants on sites across the borough. |
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| ***Key Facts and Figures*** |
| Attending meetings in the evening and weekends as required.  The role sits within the Communities and Participation Team and reports into the Strategic Programme Lead for Community Assets.  12-month fixed term opportunity. |
| **Resourcing** |
| Budget Responsibilities: none, however will be responsible for providing financial reports regarding leases and costs regarding property maintenance and repair.  Supervisory Responsibilities: none, however will be responsible for day-to-day management of contractors. |

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| **Knowledge, Skills and Experience** |
| * Experience of working with communities, and practical experience of the design and delivery of service delivery within communities * Experience of working with voluntary organisations and place-based initiatives in community buildings, hubs and multi-purpose spaces. * Experience of working on property related projects and community assets as enablers of community growth (desirable). * Experience of working with voluntary organisations and partnering with volunteers. * An understanding of the needs of diverse communities, and how to work with them. * Experience of managing stakeholder relations, and working in partnership with a range of agencies, including statutory and voluntary sector, and faith groups, in a positive and constructive way * Experience of project management, and monitoring projects, programmes and initiatives. * Excellent oral and written communication skills with an ability to interact effectively with people at all levels in an organization including senior level executives. * Work effectively as part of a team and have a genuine desire to assist colleagues. * An ability to respond to unpredictable volume of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives. * Self-starter with high degree of initiative, urgency, and follow through. * Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills. * Ability to think strategically seeing the bigger picture and aligning with other activity. * Ability to work autonomously to meet the objectives of the organisation. * An understanding of the needs of diverse communities, and how to work with them. |
| **Indicative Qualifications** |
| Degree or equivalent or vocational qualification in relevant subject or area |
| Evidence of Continuous Professional Development |

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| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed |