

**Manchester City Council
Role Profile**

**Community Development & Participation Lead, Grade 11
Neighbourhoods Service, Neighbourhoods Directorate
Reports to: Head of Neighbourhoods
Job Family: Policy and Governance**

Key Role Descriptors:

The role holder will have lead responsibility for the development and management of a substantial programme of activity that supports the delivery of established strategic priorities and future strategy development, including the development of complex organisational policy and governance initiatives.

The role holder will provide expert advice to colleagues and apply knowledge to undertake highly complex tasks and projects. Through application of advanced, specialist organisational knowledge and understanding of relevant policy and legislation, the role holder will ensure a high quality of delivery of objectives.

The role holder will work with senior managers and a range of stakeholders inputting directly into strategic planning, policy making and corporate governance of key organisational functions and/or corporate activities.

Key Role Accountabilities:

Lead, manage and deliver high-quality and deliverable strategies across the authority and its main partnerships, providing strategic direction and leadership, and contributing to a range of plans and strategies in collaboration with others.

Ensure that the organisational direction of travel and agreed policies / procedures are embedded within strategy development, including Public Service Reform principles.

Manage the development of robust business processes, policies and strategies for improvement, adopting appropriate nationwide standards and policies, and complying with quality assurance, legislative and professional requirements. Work with other service areas to provide advice, expertise and guidance to support business objectives.

Effectively commission work packages, both within the assigned service area and from other service areas / organisations, in order to provide a holistic approach to advice and ensure that all factors are accounted for in the decision-making processes of the organisation.

Represent the Council nationally, regionally and sub-regionally, and with key partners, ensuring that the Council's values and successes are communicated.

A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Demonstrate 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 role holder 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 Service:**

Through an integrated operational model that responds to the needs of different places, the Neighbourhoods Directorate focuses on maintaining clean, safe and vibrant neighbourhoods that residents can be proud of. It provides strategic direction and the operational management of citywide services and specialist technical support, together with 3 area-based Neighbourhood Teams (North / Central / South) to facilitate place-based approaches to improve neighbourhoods as places to live. Services include Compliance & Community Safety (including Prevent), Waste, Recycling & Street Cleansing, Pest Control, Highways, Libraries, Galleries & Culture, Bereavement, Parks, Leisure & Events, Grounds Maintenance, Markets, and Housing & Homelessness. The services collaborate with other Council Directorates / Teams, Executive Member portfolios, Ward Members and external stakeholders to focus on those place-based priorities. The service also plays a key role in driving place-based reform (Bringing Services Together for People in Places) to improve the quality of life for residents so they are able to take advantage of what the City has to offer.

Through the overarching Our Manchester Strategy, Making Manchester Fairer and the Building Stronger Communities Together Strategy, the Neighbourhoods Teams put community involvement and participation at its heart, so diverse residents and communities are leading positive change to their neighbourhood and themselves, so they can live well. This is through strong engagement, listening, driving a sense of belonging, strengthening relationships, and equipping communities to participate and have more power on tackling inequalities that impact on their health and how they feel.

The Role:

The postholder will lead the approach to Community Development within neighbourhoods across Manchester. They will collaborate with Council leadership teams and across the wider Manchester Public Service system to ensure that the National Occupational Standards for Community Development practice, and approaches to participation, are converted into inclusive action. This focuses on influencing organisational leadership, culture and behaviours, ways of working (systems & processes), skills development, culturally appropriate communication and engagement, supporting Members in their democratically elected leadership role, and the effective use of available resources (funding, staff, insight, assets- physical & people).

The postholder will drive the use of existing toolkits and practice, including use of the Manchester Quality Standards for Engagement. Ensuring that practice is up to date and reflective of the needs of the city and its population, will be a key consideration. Enabling community power, including promoting community voice and participation, will be at the forefront of activities.

The postholder will have lead responsibility for the strategic direction and delivery across the city, of the Council's Building Stronger Communities Together social cohesion strategy. This focuses on strengthening relationships, a sense of belonging and participation by residents and communities. This will require a flexible approach

within the Neighbourhood Teams, wider Council Directorates, Elected Members and other stakeholders.

The postholder will be the Council's lead on working with external stakeholders and Government departments at a citywide, regional and national level on the engagement, development and participation agenda, including the development and delivery of any emerging national Cohesion Strategy.

Through an Equality, Diversity and Inclusion lens, the postholder will lead a proactive approach in seeking out joined up insight and trends at different geographic levels (city and neighbourhood) to influence change, how resources are deployed and impact. This includes use of quantitative and qualitative data including resident voice and lived experience, as well as understanding the impact of wider national and global contextual factors that may impact Manchester's communities.

The role will be responsible for the ongoing development and growth of the Manchester Volunteer Inspire Programme (MCRVIP) volunteer platform across the Directorate and Council, as one way to enable and support residents to participate at a neighbourhood level.

To continually improve ways of working and the impact of available resources, the postholder will drive and support the governance and oversight of these thematic areas at a citywide level (and linkages to any regional / national structures). This includes expert knowledge, evaluation, innovation, quality assurance of practice, addressing any system issues and barriers, influencing policy, mitigating risks, ensuring the skills development offer maintains pace with innovation, and peer to peer support. It is also key to identify and learn from good practice locally, regionally and nationally, and understand how it could be translated in Manchester based on the City's context.

The postholder will ensure the positive impact communities are having in their leadership role, is amplified and celebrated, and communities are supported to share their own practice across the City (peer to peer approach).

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
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Ability to sell ideas and concepts with the ability to articulate shared vision across a range of stakeholders and to negotiate effectively to achieve successful outcomes.
- **Analytical Skills:** Provides creative solutions to problems and whilst considering policy and procedure, is also confident in adopting (and justifying) novel or non-standard approaches.
- **Planning and Organising Skills:** Business planning skills with ability to manage change and make long term plans, which impacts on the whole service or the wider Council.
- **Problem Solving and Decision Making:** Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions sometimes under extreme pressure.
- **Creative Skills:** Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.
- **Strategic Thinking:** Evidence of thinking cross-functionally and cross-organisationally beyond one's own professional areas of specialism, is important, as is the ability to conceptualise new, collaborative ways of achieving shared goals.
- **Policy Skills:** Builds collaborative and trusting relationships with decision makers.
- **Financial Management:** Strategic awareness of the financial structure of the Council and the implications of decisions on the delivery of value for money for tax payers.
- **People Management:** Has ability to secure and direct resources for a wide area with diverse staff with clear risks attached to decisions. Ability to define and articulate a strong sense of purpose and engender commitment across individuals and groups to a set of shared objectives.

Technical Requirements (Role Specific)

- Extensive experience and understanding of and translating strong community engagement, development and participation models / practice into action.
- Experience of working strategically to develop and influence business cases for investment and deployment of resources.
- Experience of working at a citywide, regional and national level;

- The role holder depending on the nature of the work, may be required to work outside of normal office working hours.