

**Manchester City Council  
Role Profile**

**Neighbourhood Community Development Officer, Grade 6  
Neighbourhoods Service, Neighbourhood Directorate  
Reports to: Neighbourhood Manager  
Job Family: Front Line Delivery**

**Key Role Descriptors:**

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned and statutory front line services for residents to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment and residents' quality of life, generating awareness of local services, engaging and empowering community members to access services, and encouraging involvement in activities that promote positive action.

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 and quality of life for all Manchester residents.

**Key Role Accountabilities:**

Contributing to the development of programmes of work and activities which represent the needs of the local community and residents in Manchester.

Work closely across Neighbourhoods, residents and partners to engage residents to identify long-term solutions to neighbourhood management issues and support them in leading / sustaining the change.

Collaborate across services to join up community engagement, development and participation approaches, enable conversations on wider themes that could be of benefit to and help residents live better.

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

Officers will undertake their role with an understanding and appreciation of how they and the work they do, impacts upon the city council's corporate aims, objectives and desire to improve Manchester as a City.

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

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 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 advocate for and provide capacity to collaborate with residents and communities to build strong relationships, foster a sense of belonging, and encourage participation, so they are enabled to take ownership and drive positive change themselves. This will be through a flexible approach given how resident and community voice can arise e.g. direct contact from residents, feedback from Members, Officers and other partners, and proactively based on data, insight, intelligence and emerging strategy & policy.

Through an Equality, Diversity and Inclusion lens, the postholder will proactively understand the neighbourhoods' context including the people that live there, physical assets, wider neighbourhood priorities and insight (data / intelligence, including from those with lived experience), to drive culturally appropriate engagement, community development and participation practice. This will also focus on tackling systemic and structural racism and discrimination, and strengthening community power. To support our ambition of an inclusive approach to engaging with communities across the city, it is beneficial to speak prevalent community languages.

A key element of the role will be translating Manchester's Engagement Quality Standards, National Occupational Standards for Community Development practice, and participation practice into action, as well as driving the usage of the Manchester Volunteer Inspire Programme (MCRVIP) volunteering platform, to ensure activities are inclusive, high quality and have a positive impact.

The postholder will work across the Neighbourhood Team Ward clusters, wider Neighbourhood Directorate / City Council, Members in their democratically elected leadership role, and external partners, to bring together and maximise the impact of available resources with residents and communities.

The postholder will take a reflective practice approach to continually improve ways of working via toolkits, innovation, evaluation, identifying and providing solutions for system issues and risks, skills development and peer to peer support. The aim is that

good practice is embedded and community power and leadership is at the forefront of delivery.

The postholder will ensure the positive impact communities are having is amplified and celebrated at a neighbourhood level, and communities are supported to share their own good practice (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

#### **General Skills**

- **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts, and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.

- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Strategic Thinking:** Skills to identify good practice and areas for improvement in strategy, and communicate these to colleagues and key stakeholders.
- **ICT Skills:** Skills to use ICT systems to obtain and analyse data and present it effectively through a variety of ICT channels.
- **Research and Intelligence:** Demonstrate the ability to analyse, organise and present research material in an appropriate format.

### **Technical Requirements (Role Specific)**

- Experience and understanding of and translating strong community engagement, development and participation models / practice into action.
- The role holder depending on the nature of the work, may be required to work outside of normal office working hours.