**Manchester City Council**

**Role Profile**

**Neighbourhood Manager, Grade 10**

**The Neighbourhoods Service, Neighbourhoods Directorate**

**Reports to: Strategic Lead (Neighbourhoods)**

**Job Family: Front Line Delivery**

**Key Role Descriptors**

The role holder will provide effective management and coordination of a multi-disciplinary team within a designated area who are responsible for delivering high quality services on a front line basis that respond to and pre-empt the needs of local communities.

The role holder will work closely with key stakeholders to develop effective partnerships, linkages and greater coordinated neighbourhood working with other Council services and key agencies to ensure that teams contribute to the development and delivery of area based priorities.

Working closely with other managers, services and key partners, the role holder will ensure effective integrated working within and across neighbourhood based teams.

**Key Role Accountabilities:**

Manage and coordinate a multi-disciplinary team, ensuring that employees and resources are deployed effectively and that the team is focused on the achievement of agreed neighbourhood services objectives.

Manage, motivate and develop team members through effective performance management against key performance indicators, including the training and development of staff.

Recognise the wide range of specialist knowledge in the team and develop and implement effective knowledge transfer plans.

Work effectively with service managers and teams to develop linkages with and participate in activities that involve the local community in decision making and activate them to shape and contribute to locality and neighbourhood based service delivery.

Work closely with key stakeholders to gather data intelligence in order to identify the localities needs and priorities, developing sustainable, customer focused service and implementation plans.

Ensure that the team effectively engages with residents and the local communities they serve in order to deliver programmes appropriate to their locality and neighbourhoods within it, making best use of the wide range of resources and skills.

Work closely with other service managers to ensure efficient processes and systems are in place in order to effectively deploy staff resources to meet service delivery needs across the local areas and the city as a whole.

Ensure that appropriate systems are in place and are used effectively to record, retain and enable the sharing of data and that all activities are auditable.

Be accountable for managing and monitoring budgets in accordance with policies, service priorities and financial targets and forecasting resource requirements as appropriate.

Represent the City Council in the designated locality area developing local connections, building trust and confidence with local members, residents, businesses and other stakeholders.

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

A strong and clear advocate for the Our Manchester approach and behaviours.

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

**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

**Neighbourhood Manger – 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 Behaviours: Manager**

* **Leadership & Management:** The behaviours and actions of our managers define how we work and what we achieve.
* **Change:** Improving services and making the most of resources.
* **Delivery:** Delivery of high quality services is an essential part of what we do.
* **Pride in Manchester:** Demonstrating pride in our city.
* **Influence:** Effective relationships give the best results.

**Generic Skills**

* **Communication Skills**: Speaks fluently and writes articulately, expresses opinions, information and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility. Ability to motivate others through building effective relationships and gaining their full support for achieving outcomes. A skilled communicator in terms of the political/ officer interface who exhibits integrity and creates rapport, trust and confidence.
* **Analytical Skills:** Demonstrates the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans.
* **Planning and Organising:** Excellent time management skills to ensure work of team/service completed within deadlines and to agreed standards. Sets clearly defined objectives, plans activities and projects well in advance and takes account of changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines. Ability to turn strategic ideas and objectives into practical, well organised plans.
* **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. Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
* **Strategic Thinking:** Excellent planning skills and ability to link strategy to policy which meets both internal and external requirements. The ability to translate vision into strategy and strategy into action. A focus on long- term as well as short-term objectives, ensuring alignment between tactics (who and how) with strategy (what and when).
* **Policy Skills:** Leads the monitoring of policy performance, ensuring ongoing political buy-in and support and actively resolving delivery problems. Builds collaborative and trusting relationships with decision makers. Lead in the design of delivery frameworks and key performance indicators.
* **Financial Management:** Ability to plan forecast and monitor expenditure against budget, investigate variances and take timely action to address significant deviations. Ability to work confidently with financial data when making decisions: interpret trends, issues and risks in routine financial appraisals. Resource and financial management skills, including resolution of conflicting priorities, formulating budgets, rigorous monitoring and control procedures.
* **People Management:** Effective development, management and motivation of staff within service area, providing leadership and planning for the work of a service based function or Council wide team. Establishes clear targets and monitors progress to ensure continuous improvement in service delivery. Ability to exert positive influence over the performance of others, promoting others’ self-esteem, inspiring trust and fostering confidence in others’ ability to achieve high standards, thereby enhancing a performance orientated culture which supports the delivery of high quality services to the community. Gains commitment to and implements the promotion of equality of opportunity and diversity setting clear objectives with understanding of why they are important to the organisation.

**Technical requirements (Role Specific)**

* Contribution to and understanding of current approaches to community activation and engagement
* Contribution to and understanding of neighbourhood development and the People, Place and Growth agendas
* The role holder depending on the nature of the work may be required to work outside of normal office working hours.