**Manchester City Council**

**Role Profile**

**Strategic Lead (Neighbourhoods), Grade SS2**

**Neighbourhoods Directorate**

**Reports to: Head of Neighbourhoods**

**Key Role Descriptors:**

This role is a senior post within Manchester City Council and will provide strategic links to specific geographic and thematic areas.

The roleholder will commission and co-ordinate all resources in a well-planned and controlled manner, ensuring that requirements and resource levels are fully identified.

The roleholder will facilitate the development of linkages and greater coordinated working across services and key stakeholders to aid the development and delivery of key organisational priorities with regard to service development and strategic direction.

**Specific Role Accountabilities:**

As the officer accountable of one of the Locality areas in the city, ensuring the delivery of the place based strategies and acting as the commissioner of services for the area.

Work in partnership with the citywide services from the Neighbourhoods Directorate, other MCC Directorates and partners to ensure strategies and plans take account of local needs, and taking responsibility for identifying emerging priorities or issues that require negotiation and influence to resolve outside the requirements of planned work.

Ensuring effective communication and engagement with Executive and local ward members on neighbourhood issues and plans, including through the management of Ward Plans and Ward Co-ordination

Leading on resident and local business engagement, community activation, capacity building and behaviour change to reduce demand on key services and increase the levels of participation and ownership of neighbourhoods.

Bringing together and strengthening the relationships between neighbourhood stakeholders, for the benefit of coordinated neighbourhood working e.g. Greater Manchester Police, Registered Social Landlords, Health partners, the Voluntary and Community sector and MCC Directorates.

**Key Role Accountabilities:**

Provide strategic leadership for continuous improvement that embraces corporate priorities and initiatives.

Ensure effective communication through high quality reports, informal briefings and presentations to City Council Committees, elected Members, MPs and organisations from the public, private and voluntary sectors.

Through matrix management arrangements, deliver key Council priorities and initiatives with staff resources deployed accordingly.

Ensure that City Council corporate requirements are consistently met, including for business planning, performance management and budget monitoring.

Lead accountability for the implementation of business improvement processes and the proper application of relevant corporate policies across services.

A champion for Manchester’s ***m people*** ethos who embraces and promotes flexibility and change.

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 Porfolio:**

**The Neighbourhoods Service:**

Through an integrated operational model that responds to the needs of different places, the service focuses on maintaining clean, safe and vibrant neighbourhoods that residents, businesses and visitors can be proud of.

The service provides strategic direction and the operational management of citywide services and specialist technical support, together with three Neighbourhood Teams to facilitate place-based approaches (North, Central and South). Services include Compliance & Community Safety, Waste, Recycling & Street Cleansing, Pest Control, Highways, Libraries, Galleries & Culture, Bereavement, Parks, Leisure & Events, Grounds Maintenance, Markets, and Housing & Homelessness. The service collaborates with other Council Directorates / Teams, Executive Member portfolios, Ward Members and external stakeholders (public, private and voluntary community sectors and residents).

The service also plays a key role in driving place-based reform (Bringing Services Together for People in Places and Making Manchester Fairer) to improve the quality of life for residents, as well as community engagement and development to equip diverse communities to participate.

**The Role:**

The role will focus on:

* Providing exemplar leadership of a Neighbourhood Team to drive the delivery of people / place priorities (existing and evolving in how places are changing);
* Ensuring data, intelligence and lived experience, is strategically driving inclusive service delivery, creativity and innovative delivery models;
* Driving the delivery of an integrated neighbourhood management model, working alongside the Neighbourhoods Directorate service family and external partners;
* Working effectively with Members to ensure Ward Co-ordination via Ward Plans and investment programmes, is effective, solution focused and making a difference to places where people live;
* Driving the delivery of Climate Change Ward Action Plans, as a catalyst to engage communities to enable them to take action and be climate resilient;
* Leading the Bringing Services Together for People in Places program via Team Around the Neighbourhood, to deliver shared priorities that enable more residents to take advantage of what the City has to offer;
* Ensuring community engagement & development activity is inclusive and diverse communities are listened to and fully engaged in responses.

**Strategic Lead (Neighbourhoods) – Key Competencies and Technical Requirements**

**Behavioural Competencies**

* **Leadership & Management:** Inspiring individuals, teams and services with their Vision for the City.
* **Influence:** Effective relationships give the best results.
* **Strategic Direction:** Communicating the strategic direction to maximise operational delivery.
* **Business Acumen:** Taking a strong business perspective helps us achieve the best results.
* **Pride in Manchester:** Demonstrating pride in our city.

**Generic Skills**

* **Strategic Thinking:** A strategic thinker, with the ability to identify critical issues and formulate programmes of work that respond to these issues and to oversee their effective implementation.
* **Partnership and collaborative working:** Ability to build and maintain strong networks of support both internally and externally and to forge effective partnerships with external agencies, voluntary and statutory, and key stakeholders for the continuous improvement of neighbourhoods. The ability to negotiate with and influence key stakeholders to deliver the vision of excellence for the city.
* **Planning and Organising:** Ability to turn strategic ideas and objectives into practical, well organised plans, identifying and organising resources, effectively monitoring performance against milestones and deadlines and taking account of changing circumstances.
* **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:** 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.
* **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.

**Technical requirements (Role Specific)**

* Significant knowledge and understanding of public services delivered at a place level and the structural, legislative and policy context within which these services operate.
* An understanding of the national and regional policy context for local government.