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|  Copeland Borough Council JOB PROFILE | Job Title | Neighbourhood Performance Manager |
| | Job Family | |
| | Salary Grade | PO6-9 (scp 38 – 41) subject to review |
| | Directorate | |
| | Service Unit | Neighbourhood Renewal |
| | Department | |
| | Ref No | 000* (Service Unit Initials (Month) (Year)) |
| | Date | 27 March 2006 |

1. MAIN PURPOSE

To co-ordinate and performance manage delivery of public services in one of the West Cumbria Strategic Partnership's identified (part) Neighbourhoods to improve residents' experience of those services, in line with Floor and other local Targets and the Neighbourhood Action Plan, in accordance with effective community engagement and governance arrangements.

2. POSITION IN ORGANISATION

Responsible to: West Cumbria Strategic Partnership Head of Neighbourhood Renewal

Employees responsible for: Administrative and Clerical Support Staff

Context: A new role to implement the Local Neighbourhood Renewal Strategy in a defined area in support of a local stakeholder and community partnership

3. EMPLOYMENT BASE A workbase within the Neighbourhood

4. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

- 1 To work with Partner Agencies to deliver co-ordinated neighbourhood working and ensure that services are effectively delivered and communicated to local residents in a way which meets their priorities as set out in the Neighbourhood Action Plan
- 2 To draw up a Neighbourhood Action Plan that reflects the priorities of the local community and is supported by local partners, including delivery partners, and the local Councils, for approval by the Neighbourhood Partnership Board.
- 3 To develop and maintain strong working relationships with service delivery agencies in the area, especially those with responsibility for Floor Targets and other Neighbourhood Action Plan targets, to support their delivery.

- 4 To support and develop, working with community engagement specialist colleagues, an effective community partnership and governance board for the Neighbourhood reflecting the views of local residents, including elected members of local Councils.
- 5 To promote the accountability of service providers to the community through the Governance Board, Neighbourhood Forum(s), and where appropriate, negotiated community agreements for service quality.
- 6 To deliver an annual work programme based on the Neighbourhood Action Plan, including the commissioning and managing of consultancy or service level agreements or delivery contracts, undertaking effect performance management and programme monitoring, including financial monitoring, of those arrangements.
- 7 To support partners in developing innovative and sustainable responses to the needs and opportunities of the area.
- 8 Contribute to the development of Sustainable Neighbourhoods across West Cumbria, and to the overall Sustainable Community Strategy.
- 9 Manage the Leverage Budget (if any) for the Neighbourhood, and any other budgets which may be allocated or delegated to the Neighbourhood Partnership.
- 10 Manage a small team of support staff and supervise the office accomodation and services.
- 11 Produce regular reports for the Neighbourhood Partnership, Forum, Councillors, and other partnerships.
- 12 Comply with the standards and ethics of the Partnership and the employing authority.
- 13 Undertake such other duties as may reasonably required within Copeland Borough Council partnership arrangements which are appropriate to the grading of the post and the person specification.

5. CONTACTS

Internal: Members of the Neighbourhood Board, Local Service Delivery Group, Neighbourhood Community Gateway, and members and officers of the various groups which make up West Cumbria Strategic Partnership Board.

External: Representatives of regional and local organisations working towards the objectives of the Neighbourhood Partnership, representatives of other agencies and community groups, equivalent post-holders in other areas of West Cumbria and more widely.

6. SPECIAL FEATURES

The post-holder must be able to visit and work in locations remote from the place of employment. On occasions work outside normal working hours will be required.

7. PERSON SPECIFICATION

| Criteria | Essential** | Desirable |
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| Education and Qualifications | Educated to degree level or equivalent | Post graduate or professional qualification in relevant subject |
| Knowledge and experience | <p>Experience of partnership building and multi agency working</p> <p>Experience of working within a local authority setting</p> <p>Experience in a work area related to neighbourhood regeneration/management</p> | <p>Experience of securing funding from external sources</p> <p>Experience of collating/assimilating information to facilitate management decisions</p> |

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| | <p>Knowledge of government agenda on NRF/SCCF/LAA and other similar programmes</p> <p>Awareness of management issues affecting organisations within public, private and VCS sectors</p> | |
| Job related skills | <p>Project management skills</p> <p>Ability to communicate effectively (orally and in writing) with stakeholders at all levels</p> <p>Flexible approach to working including work outside normal office hours</p> <p>Ability to organise and prioritise own workload but also deliver results against structured objectives</p> | Full driving license and access to a vehicle |

** the requirements stated as essential should form the basis for the Shortlisting exercise

Personal Competencies

| Competency | Performance Criteria |
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| <p>1. Health and Safety</p> <p>Core competence</p> | <ul style="list-style-type: none"> Complies with requirements of health and safety policies Takes care of own health and safety and that of others Challenge unsafe practices or behaviours |
| <p>2. Equality and Diversity</p> <p>Core competence</p> | <ul style="list-style-type: none"> Acts in accordance with equal opportunities and diversity policies. Avoids language, actions and behaviours which may be considered discriminatory or cause offence or discomfort Challenges discriminatory practices or behaviours Respects diversity by listening to and being positive about alternative contributions |
| <p>3. Service Management</p> | <ul style="list-style-type: none"> Follows the rules, principles and culture of Best Value within the service unit. Contributes to the business planning and financial processes Acts in accordance with required Partnership policies and procedures Contributes to improving working processes, practices and systems. |
| <p>4. Communication</p> | <ul style="list-style-type: none"> Makes best use of available the mechanisms to ensure excellent communication Communicates clearly and with confidence Listens actively, asks questions, clarifies points and checks understanding Presents information in a way that promotes understanding |

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| | <ul style="list-style-type: none"> • Briefs supervisors and team leaders regularly • Observes confidentiality |
| 5. Delivering Results | <ul style="list-style-type: none"> • Prioritises and manages activities to ensure delivery of service to cost, time and quality • Applies a methodical and systematic approach • Anticipates problems and takes advantage of opportunities as they arise |
| 6. Customer focus | <ul style="list-style-type: none"> • Understands the importance of the customer perspective to provide and develop quality services • Understands the needs and builds effective relationships with internal and external customers • Focuses on meeting customer expectations |
| 7. Self management and development | <ul style="list-style-type: none"> • Keeps relevant knowledge and expertise up to date • Has a positive and resilient approach • Is conscientious and committed to meet service objectives • Displays fairness and integrity • Pays attention to self development • Welcomes and acts on personal feedback |
| 8. Impact and Influence | <ul style="list-style-type: none"> • Presents a positive and professional image • Wins support for ideas and action plans • Reaches positive and constructive agreements with others • Anticipates and prepares for others reactions |
| 9. Behaving ethically | <ul style="list-style-type: none"> • Complies with legislation, industry regulation, professional and organisational codes of practice • Shows integrity and fairness • Is open, yet diplomatic, with others • Remains objective and fair even when personal issues are at risk |

Prepared by.....

Date.....