

# THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

## CORPORATE SERVICES

### JOB PROFILE

<b>Job Title:</b>	<b>Community Development Team Manager</b>
<b>Department:</b>	<b>Community Engagement</b>
<b>Grade:</b>	<b>Tbc</b>
<b>Location:</b>	<b>Town Hall</b>
<b>Responsible to:</b>	<b>Head of Community Engagement</b>
<b>Responsible for:</b>	<b>Community Development Officers (x8)</b>

#### **Main Purpose of the Job**

- To manage a team, working at the local level, that develops, delivers and co-ordinates a community development programme for and with local communities across the borough and develops and/or supports and sustains spaces and activities that encourage civic dialogue about public issues in Kensington and Chelsea
- To ensure community development activities delivered with Grenfell affected communities meets the aims and outcomes set out in the Grenfell Recovery Strategy
- To provide specialist advice and support on community development and community engagement mechanisms to Council departments
- To work with partner organisations including the voluntary sector, and Resident Associations, in furthering the community engagement objectives of the Council
- To ensure that all community development activities undertaken by the team are aligned with corporate priorities and deliver tangible outcomes that can be evidenced and have an impact on residents and other stakeholders

#### **Main Duties and Responsibilities**

1. To work collaboratively with colleagues inside the Council and in partner agencies to plan, manage, support and stimulate initiatives in local communities and manage a borough wide team that leads on this work
2. To collate local intelligence in a systematic manner and ensure these insights are shared with the wider Community Engagement Service and with other Council departments to contribute towards the delivery of better outcomes for communities
3. To lead on the development of a delivery plan for the community engagement team, including clear targets and outcomes, and contribute towards the development and delivery of the Community Engagement (CE) Service Plan
4. To manage the Community Development team budget effectively and efficiently, ensuring expenditure links to the achievement of defined targets and outcomes.
5. To facilitate a conduit between the Council and residents for effective dialogue on

local challenges and their solutions

6. To manage the political interface at the local level
7. To negotiate and work in collaboration with government departments, regional agencies and local public and private sector partners to ensure that the Council maximises the use of existing and new resources available to invest in local communities.
8. To keep up to date with new policies and initiatives on community engagement regionally and nationally, identify good practice and proactively share with colleagues and communities ensuring Team members maintain knowledge and expertise in their practice
9. To maintain face to face contact with residents and communities to ensure a visible presence in the wider community
10. To work collaboratively across the CE Team to ensure effective use of resources across the broader CE Team portfolio, including Grants and Consultation programmes

All staff are expected to carry out their job in compliance with the Council's Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet.

*The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.*

## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Community Development Manager
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### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<p><b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
<b>B</b>	<p><b>Qualifications</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• N/a</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Qualification in community development or related field</li> </ul>
<b>C</b>	<p><b>Skills; Experience and Attitude</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Proven track record of delivering and managing successful community engagement activities and projects, including building consensus and managing conflict</li> <li>• Track record of managing, motivating and supporting teams, particularly those working in and with communities</li> <li>• Experience of working in partnership with a number of different organisations or groups</li> <li>• Understanding of local government, the communities it serves and the services it provides</li> <li>• Experience of working within complex communities facing a range of socio-economic challenges</li> </ul>

- Excellent skills in developing a team plan, and planning and delivering projects including budget management
- Strong communication skills, including written and oral communication
- An understanding of equality and diversity and how this can have an impact on the delivery of services
- Ability to represent the Council and liaise with external organisations as appropriate
- Ability to work flexibly including attending evening meetings and work appropriately on own initiative and manage a demanding workload
- The confidence and ability to develop an imaginative and innovative approach to community engagement

**Desirable:**

- Experience of working directly with Councillors and in a political environment
- Experience of building productive relationships with groups who may not have an active and / or positive relationship with the Council or other public body
- Experience of working with communities who have experienced trauma?
- Knowledge and demonstrable practice of a range of engagement and involvement techniques and methods
- Familiarity with the work of other public sector organisations (e.g. police and health) and the voluntary and community sector
- Good level of computer literacy including Microsoft applications
- Experience of administering budgets and financial reporting

## Our Values & Behaviours

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### PUTTING COMMUNITIES FIRST

- **We put local people at the heart of decision making in everything we do.**
- **We seek to include and involve: all voices matter.**
- **We provide quality services that are responsive, effective and efficient.**

The following examples are indicators of effective behaviour:

- I actively involve and include the communities that I serve in my work.
- I shall reflect the views of the communities in my daily work.
- I shall improve the service I provide through seeking feedback from others.

Our residents will feel that:

- I have been included
- I can see how my views have been taken into account
- I can see improvements and developments based on my input

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### RESPECT

- **We listen to everyone and value the personal experiences of people in our communities and of each other.**
- **We adopt a fair, and involving approach regardless of any way in which an individual is different to us.**

The following examples are indicators of effective behaviour:

- I adapt my approach to take account of all differences and cultures in the community and with colleagues.
- I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.
- I communicate in a way that is respectful, encourages involvement and meets people's needs.

Our residents will feel that:

- I feel my culture and background are respected.
- I have confidence that action is being taken.
- I feel I am being treated fairly.

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### INTEGRITY

- **We act with openness, honesty, compassion, responsibility and humility.**
- **We let people know what we are doing and communicate why and how decisions have been made.**

The following examples are indicators of effective behaviour:

- I demonstrate empathy in my interactions with others.
- I am honest and transparent about the decisions I take.
- I follow through on the actions I say I will take and take ownership for communicating the outcome.

Our residents will feel that:

- I am told when something is not possible and the reasons why are explained to me.
- I feel my perspective is listened to and understood.
- I feel my views are valued.

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## WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.