

<b>COMMUNITY MANAGER</b>				<b>Purpose</b>			
Reference No.	G264.01 (2)	Type	Generic	Responsible and accountable for the shaping and provision of community services, resources and assets and for developing community capacity, working with communities and other organisations to sustain community wellbeing and the prevention of problems associated with ill health, lack of opportunity and inequality.			
Service	Community Provision						
Job Family	Service Manager 2	Grade	FC12				
<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility		<b>E</b>	<b>D</b>
<p>Leading, shaping and jointly managing the development and delivery of services and undertaking area and/or functional responsibilities in the following areas:</p> <ul style="list-style-type: none"> <li>• Area delivery and community provision</li> <li>• Community learning and development</li> <li>• Active Communities and community resources.</li> </ul> <p>Or other community policy themes as required.</p>				<p>Educated to SCQF level 9 which includes a Degree or equivalent or equivalent experience</p> <p>Knowledge of community planning structures and understanding of community planning</p> <p>Ability to provide a regular and effective service</p>		✓	✓
Ensuring that set vision, policy, strategies and priorities are delivered, monitored/evaluated and that service levels and customer satisfaction are continually improved.				Organisational skills and the ability to prioritise workload (Take ownership - See 'How We Work Matters' Framework)		✓	
Contributing to the achievement of the key priorities and milestones, as well as other relevant national and local strategies. Delivering				Experience of political awareness and requirements for public accountability in a public sector organisation		✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
performance outcomes that meet Directorate, Service and Community Plan targets.			
Building sustainable networks and partnerships around community provision working with community groups, voluntary organisations and other providers to maximise community benefit.	Experience of working to tight deadlines and responding quickly to changing demands (Deliver results)	✓	
Leading and exhibiting a One Council approach through building strong relationships with colleagues and partners so that work is integrated with and supports other relevant work in the Council, community planning partnership and the wider community.	Experience of working collaboratively with partners in both public and private sector (Work together)  Motivational skills	✓  ✓	
Developing and implementing opportunities to work more effectively with partners. Maintaining strong partnership models with other council services as well as partners to deliver the five Community Plan.	Communication skills	✓	
Identifying, monitoring and achieving relevant quality standards, representing the Council, Directorate or Service at agreed internal/external meetings, producing reports and delivering presentations. Ensuring that adequate provision is in place to meet relevant Audit or inspection requirements.	Report writing skills  Presentation skills	✓  ✓	
Preparing and managing budgets and delivering agreed savings and efficiencies, ensuring compliance at all times with the Council's financial regulations for budgets within relevant teams.	Financial management skills  IT Skills (Embrace technology and information)	✓  ✓	
Ensuring project and policy compliance with legal, regulatory, professional body and social requirements.	Analytical and problem solving skills to determine creative and practical solutions  Ability to demonstrate project work delivering efficiencies or savings	✓  ✓	
Providing consistent, high quality and customer focussed services to communities, customers and partners.	Customer service skills (Focus on customers)  Ability to develop and maintain effective relationships	✓  ✓	

E = Essential Criteria    D = Desirable Criteria

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Leading a co-ordinated business-focussed approach to the provision of community services across council and community planning partner services while delivering and maximising the efficient and effective use of physical, financial and staff resources available.	Leadership skills	✓	
Providing professional leadership and support to the teams, and others through personal and team development, coaching, managing attendance, performance and conduct, project work and fostering knowledge and sharing within and across teams. Ensuring strong relationships within team, offering guidance, support and direction on service delivery and professional issues.	Experience of staff management of significant team size  Experience of supporting staff development	✓	✓
Managing and analysing information and performance levels for communities services: in relation to team performance and the performance of Services across the Council, Community Planning Partners, developing and implementing solutions for continuous improvement. Collaborating with and coordinating across services, partners and communities.	Experience of initiating and managing continuous improvement  Experience of research, information gathering and analytical skills	✓	✓
Contributing to and representing the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice. (E.g. COSLA, Improvement Service and Scottish Government, professional bodies, etc).	Experience of actively working in the national arena, and sharing best practice with other Councils and organisations	✓	
Working with elected members on a regular basis, to respond to queries, support policy development, and improve the customer experience or reputation of the Council.	Experience of working with elected representatives or non-executive stakeholders	✓	
Managing change with Service Managers, employees and external partners in relation to implementing community planning and partnership delivery. Report on a regular basis to different strategic/management groups as necessary.	Experience of strategic planning and positively facilitating organisational change	✓	

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Contributing to the wider development of the Service and Directorate as a member of the Service Management Team, and extended Directorate Management Team.			
Managing the Health and Safety of staff.	Experience of Health and Safety		✓
Ensuring compliance with statutory, regulatory and governance requirements, reporting to strategic and other relevant Committees as part of the Council's governance framework.	Knowledge and awareness of relevant regulation, legislation and statutory requirements	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			
<b>COMMUNITY MANAGER (AREA)</b>			
Responsible for: <ul style="list-style-type: none"> <li>• Community provision, facilities and community learning and development promoting community wellbeing and improved quality of life.</li> <li>• Development and delivery of services in an area through Local Community Planning to deliver local priorities and reduce inequality.</li> <li>• Area Community Safety Coordination.</li> <li>• Projects and Initiatives delivering Local Community Planning.</li> <li>• Local accountability and responsibility.</li> <li>• Improve joint working.</li> <li>• Devolved and integrated approach.</li> <li>• Acting as Lead Officer for an Area Committee and maintaining strong working relationships with councillors including the facilitation of ward meetings.</li> <li>• Providing leadership and support to an area leadership team in collaborating and jointly delivering priorities.</li> <li>• Acting as Lead officer for the control and use of Local Community Planning Budgets, Area Anti-Poverty Funds and the</li> </ul>			

## Role Profile

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
dispensing of Non-recurring Grants and other council and partner funding within the area.			
<b>COMMUNITY MANAGER (DEVELOPMENT)</b>			
Responsible for: <ul style="list-style-type: none"> <li>• Operational Support to devolved and integrated approach to community provision and local community planning including (Workforce, Digital, Marketing, standards and inspection)</li> <li>• Promoting the sustainability and resilience of communities to reduce inequalities.</li> <li>• Area Policy support.</li> <li>• Policy Development and Support - Equalities; Anti-Poverty; voluntary sector policy and funding etc.</li> <li>• Area and Community Investment, Finance and Funding and Community Assets.</li> <li>• Parks Development.</li> <li>• Promoting active and learning communities in Fife.</li> <li>• Working in partnership delivering accessible opportunities for learning, participation, culture and sports and physical activity in order to reduce inequalities.</li> <li>• Sports Development &amp; Partnership.</li> <li>• Outdoor Education.</li> <li>• Facilities – Schools &amp; Centres, and Community Use Schools, Lochore Meadows and Allotments.</li> </ul>			

## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

### Additional Information – the following information is available:

- Structure Chart
- Skills Framework (if applicable)
- How we work matters

### Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results