



# Role Profile

## SAFER COMMUNITIES MANAGER

|               |                             |       |            |
|---------------|-----------------------------|-------|------------|
| Reference No. | A4640                       | Type  | Individual |
| Service       | Housing & Safer Communities |       |            |
| Job Family    | Team Manager 2              | Grade | FC9        |

### Purpose

To fulfil a general management role across a number of functions within the Council's Community Safety Service.

To manage a tasking and co-ordinating approach to ensure resources are targeted effectively.

To lead on the preparation, implementation and review of policy and procedures as part of the safer communities Service.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Ensuring the effective delivery of operational Community Safety Services through leading and managing a team of specialist and generic Safer Communities Officers. Functions include but are not restricted to:

- Antisocial Behaviour
- Environmental Offences
- Home Safety
- Road Safety
- Hate Crime
- Youth Crime
- Dog and pest Control

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**   **D**

Educated to SCQF level 9, which includes a relevant community focused Degree e.g. Community Learning, Environmental Studies, Housing Studies or equivalent

✓

Considerable experience of working in a community safety environment

✓

Experience of leading or managing a mutli-disciplinary team

✓

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|---|--|-------------------------|-----------------------|
| Leading on the development of policy, strategy and procedures, ensuring they are implemented effectively and consistently, all in accordance with appropriate policies and guidance. Leading the management, maintenance and improvement of partnership policy and standards.   | Broad understanding and knowledge of effective medium and long term strategies to deliver organisational goals (Deliver results - See 'How We Work Matters' Framework)                             | ✓                       |                       |
| Taking a lead role in identifying, planning, implementing and reviewing policy activities for the Housing and Safer Communities Service   | Knowledge of standards across functional areas   | ✓                       |                       |
| Managing daily, weekly and monthly tasking meetings, through leading and co-ordinating services both internal and external to the Local Authority to ensure staff resources are deployed proportionately based on evidenced need. Co-ordinating staff and financial resources across the wider partnership and task these on short and long term deployments. | Knowledge of tasking and co-ordinating methodology   | ✓                       |                       |
| Working across a number of partner services both internal and external to the Council to ensure partnership responses are developed and delivered within a range of community safety functions.   | Partnership working skills<br><br>Comprehensive understanding of local government and partnership working  | ✓                       | ✓                     |
| Supporting the Service Manager to continually review, improve, develop and implement changes to operational processes in line with changing objectives and resources, including use of mobile technology.   | Evidence of effectively managing change<br><br>Conflict handling skills<br><br>Confident user of IT applications, showing ability to use packages effectively (Embrace technology and information) | ✓<br><br>✓<br><br>✓     |                       |
| Assisting the Service Manager in developing and realising the full potential of employees through effective objective setting, performance management and skills development, ensuring high standards of service delivery and effective use of resources across all areas of the Service including making best use of mobile technology across the team.      | Supervisory skills (Work together)<br><br>Performance Management skills<br><br>Experience of objective setting and monitoring<br><br>Experience of making decisions under pressure                 | ✓<br><br><br>✓<br><br>✓ | <br><br>✓<br><br><br> |

E = Essential Criteria    D = Desirable Criteria

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|---|---|----------|----------|
|   | Knowledge of surveillance equipment and techniques  | ✓        |          |
| Developing robust policy options.   | Analytical skills   | ✓        |          |
| Managing and reducing operational risk.   | Problem solving skills  | ✓        |          |
| Preparing reports for senior managers, committees and other groups.   | Report writing skills   | ✓        |          |
| Implementing effective means of communication and problem solving, ensuring that all results are analysed and applied to promote and maintain high standards of service delivery.   | Project management skills (Take ownership)  | ✓        |          |
|   | Time management skills  | ✓        |          |
|   | Workload awareness  | ✓        |          |
| Providing appropriate advice and supporting Service and Senior Management at both a strategic and operational level.  | Broad knowledge of community safety functions   | ✓        |          |
| Representing the Service as required on both internal and external working groups, external agencies, etc.  | Track record of participation in effective multi agency working   | ✓        |          |
| Supporting the Service Manager in the management of relevant agreed revenue and capital budgets via regular monitoring and reporting. Authorising work in appropriate systems.  | Experience of managing budgets  | ✓        |          |
| Overseeing community engagement processes to ensure communities are involved in developing and informing policy and practice in relation to community safety issues.  | Track record of community engagement (Focus on customers)   |          | ✓        |
| Coordinating and reviewing the operation of the Service's SLA's, letters of agreement (contracts) with the voluntary sector and other contracting organisations. Co-ordinating and monitoring SLA's with Police Scotland up to the value of £250,000. | Understanding of Service Level Agreements and monitoring arrangements   | ✓        |          |
| Participating in court proceedings as necessary.  | Experience of current community safety legislation  | ✓        |          |
|   | Experience of Council Policy  |          | ✓        |
|   | Knowledge of Council regulations  |          | ✓        |

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|---|---|----------|----------|
| Managing performance for a designated team of officers and report on and take remedial action where performance does not meet agreed targets. | Experience of carrying out audits and quality assurance   |          | ✓        |
| Deputising for the Service Manager as and when required.  |   |          |          |
| Undertaking all other duties as required for the role. Duties will be in line with the grade.   |   |          |          |

| <b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following: |   |          |          |
|--|---|----------|----------|
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|  |   |          |          |
|  |   |          |          |
|  |   |          |          |

| <b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>  |
|--|
| <b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement. |

## Role Profile

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

- 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