

<b>Designation:</b>	<b>Community Access and Engagement Manager</b>
<b>Grade:</b>	<b>STR8</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	<b>Mainly working at Ebley Mill with some homeworking depending on service delivery commitments.</b>
<b>Job Purpose:</b>	<b>To develop and manage a multi-channel community access service, working together with our communities and partners to continuously innovate and improve.</b>
<b>Responsible to:</b>	<b>Strategic Director of Communities</b>
<b>Responsible for:</b>	<b>The Community Access Team</b>

## KEY DUTIES

- Responsible for developing and managing modern, flexible, multi-channel community access provision which delivers excellent service.
- To take the lead in promoting an inclusive community centric approach to all service activity across the Council.
- To lead, manage and develop a team of first contact staff to deliver a high performing, responsive and community orientated service focussed on the resolution of multi-channel enquiries (i.e. in-person, telephony, digital access, social media and emerging communication technologies).
- Ensure effective two-way communication within the Leadership and Management team and the effective onward communication to the Community Access Team.
- Work as a member of the wider service team by forward planning to deliver long-term success and continuous improvement.
- Working autonomously initiate new strategies and procedures to improve service delivery, work practice and performance.
- To ensure customer insight data is collected, collated, analysed and reported to inform the ongoing development of community access and service delivery.
- To lead and improve operational relationships with internal and external service providers including community and voluntary organisations
- Promote digital first contact supplemented by mediated and assisted access for those that need it and the organisation of appointment-based access to high quality deeper conversations for complex enquiries.
- Contribute to the development of locality-based community access and the associated technology requirements to support resilient communities.
- Work with partners to ensure digital access and skills are supported in all communities to make sure no-one is excluded in order to access public services.
- Maintain an overall knowledge of industry developments and good practice and use this information to innovate and develop services.
- To manage the teams' performance using feedback and insight to adapt and develop community access provisions across the organisation.
- To implement performance measures to ensure that administration, record keeping, systems and databases are accurate and up to date, and that relevant customer information is accessible across the council.

## SKILLS AND KNOWLEDGE

- A relevant degree equivalent qualification or relevant experience of working in a similar role
- Membership of a relevant professional institute and/or management qualification.
- Experience of interpreting complex legislation, statutory guidance and Constitution and put it into practice.
- Experience of managing budgets
- Able to cope well under pressure and in high profile situations
- Ability to lead, manage and motivate staff
- Positive attitude to change and able to implement new opportunities.
- Ability to write well-constructed reports in a concise clear manner either orally or in writing.
- Able to work alongside councillors in the effective development of plans, projects and programmes using effective engagement skills.
- Experience of working with the public and dealing effectively and positively with enquiries from a range of people

## COMPLEXITY AND CREATIVITY

- The Council's services, systems and connections are increasingly complex and diverse.
- Ability to understand strategy that addresses complex place and community outcomes, ability to relate these to outline roadmaps and produce detailed plans for delivery.
- Work which requires a creative and innovative input in a number of diverse subjects and a range of expertise where the opportunity and need for imaginative thinking is not limited by defined policies.

## JUDGEMENT AND DECISIONS

- To make effective decisions under time pressure.
- Take responsibility for the outcomes and impacts of their decisions.
- Provide inspirational, ethical and values based leadership. Promoting cultural reform and high standards of professional conduct while having self-awareness and a commitment to personal development and resilience.
- Carbon neutrality and sustainability is a core value of the council. The ability to ensure that this is embedded into all judgements and decision making is essential.

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors

- Business Managers and Directors including SLT
- Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straight forward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Authority in the provision of ICT services is required.

## RESOURCES

- Responsibility for designated community access resources including revenue and capital budgets, staff, infrastructure, and software

## TRAVEL DESIGNATION

- HMRC

## GENERAL

- To be responsible for the delivery of solutions and change, sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*