

Designation:	Senior Community Services Officer (Business Admin/Community Alarm)
Grade:	Grade 5
Hours:	37 hours per week
Location:	Ebley Mill/Hybrid working
Job Purpose:	Responsible for management and development the Business Support Unit and the Community Alarm Service. To support the Principal Community Services Officer in the coordination of responses to issues of crime and disorder.
Responsible to:	Principal Community Services Officer
Responsible for:	Business Support Unit

KEY DUTIES

- To be responsible for the delivery of the Community Alarm Service, this includes the management of the related contract including TSA service standards and subsequent re tender process that may be required
- Responsibility for the effective management and performance of the Business Support team, including day to day supervision of the Senior Business Support Officer.
- Responsible for the day to day running of the Community Alarm Service ensuring adherence to IT security legislation and guidance.
- To administer any budgets, resources and equipment related to the provision of the Community Alarm Services
- Promote the Community Alarm Service to external organisations and individuals. This will include visiting groups of potential customers, their carers and advisers, as well as producing publicity material for local and regional use
- To co-ordinate the Council's street name plates service
- To co-ordinate the Town Centre CCTV system and the Community Safety Partnership's mobile CCTV system in conjunction with the police
- To support the delivery of the Council's obligations in relation to Safeguarding
- Carry out the services annual Health and Safety audit
- Undertake projects and initiatives in response to trends as identified by the Principal Community Services Officer
- To be a member of the Service Management Team and ensure service delivery and performance is delivered to a high & measurable standard
- To work in partnership with internal and external teams and agencies

SKILLS AND KNOWLEDGE

- A good level of general education
- Ability to manage own time, large workloads with the ability to prioritise
- Be organised, accurate with good attention to detail
- Experience of managing contracts and applying contract specifications in cases on contractual breach, etc.
- Excellent communication skills
- Experience of contract procurement
- Experience of staff supervision.
- Working with the partners and the public and applying communication, negotiation dispute resolution and other skills to resolve issues raised
- Writing and presenting reports.
- Experience of dealing with people in challenging situations.

Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.

COMPLEXITY AND CREATIVITY

- To continually implement ideas for income generation
- Able to review work, projects and issues in an innovative manner seeking to find effective solutions and efficiency savings minimising the impact on service delivery.
- To lead a team creating a positive team spirit and a team motivated by your drive and creativity to deliver excellent services

Creativity is a feature of the job but exercised within the general framework of recognised procedures.

JUDGEMENT AND DECISIONS

- Experience of making effective decisions, taking into account, risk, H&S, financial and other relevant factors.
- Judgements and decisions will impact on the lives of customers, in some case very significantly. Making the right decision, based on a thorough and high quality investigation is crucial, as error can lead to challenge and other impact

Work carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines.

CONTACTS

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

Situations where the content and outcome are not straightforward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of services is required.

RESOURCES

Responsible for Community Alarms equipment. Responsible for the accurate handling and security of small sums of cash and cheques or financial resources.

TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

GENERAL

- 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
- Requirement to attend evening and weekend events/meetings
- To work within the requirements of the Council's Environmental Policy and Management System
- To undertake any appropriate duties to meet the Council's obligations under the Civil Contingencies Act
- To respond to emergencies/bad weather, by ensuring the services areas are able to continue delivery or make arrangements for their suspensions and informing the public
- DBS Check required
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy

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.