



Ipswich Borough Council
Job Description: L09b

Head of Community Support

Main Purpose of Job

To lead, manage and be accountable for the service area, reporting directly to an Assistant Director

Main Duties

1. To develop, coordinate, implement and review the annual Service Plan for the Service, incorporating the Council's risk management procedures.
2. To lead and develop service area employees using delegated powers authorised by the Assistant Director and Directors. To manage and supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.
3. To be responsible and accountable for the service areas budget(s) including monitoring and reporting and the preparation of estimates as required by the Assistant Director and in accordance with the Council's financial procedures.
4. To identify, coordinate and promote new and innovative opportunities to develop the service for the future including alternative methods of service delivery, external funding, commercial opportunities and partnership working.
5. Contribute to the development and implementation of corporate strategies, projects and policies
6. Close working with elected councillors to ensure services meet the expectations of both councillors and residents.

Main Operational Duties

1. To be responsible for and, effectively and efficiently, manage the operational areas within the service to ensure the Council fulfils its statutory duties and related aims and objectives.
2. To be responsible for the operational area(s) revenue and capital budgets including the preparation of estimates, monitoring and reporting as required by the Assistant Director.
3. To be responsible for the development, co-ordination and implementation of policy and strategy in the service area. This includes the setting and achievement of performance indicators and the monitoring of compliance with performance and quality standards.
4. Management and analysis of the data produced by the operational areas to inform service delivery and future developments, allowing evidence-based decision-making.
5. Maintain in depth knowledge within this specialist area and keep aware of relevant local and national issues, legislation, case law and all matters pertaining to the operational areas of the service as well as relevant key external services and partners.
6. To ensure that new legislation and other changes affecting the Council are introduced in the relevant parts – or across the whole – of the operational area.
7. To represent the Council on relevant external boards and develop partnerships which address community safety and development, as well as projects and wider relevant VCFSE networks.
8. Be responsible for the implementation of the Councils' Community Engagement Strategy, including utilisation of digital tools to maximise residents' opportunities to give views on Council services, and ensure this feedback is well used across the Council and partners.
9. Be the Councils' lead on Community Safety, holding a strong and positive relationship with the local Police alongside other external partners and key VCFSE organisations.
10. Lead the Councils' grant giving processes, ensuring a smooth, efficient model which allows for a fair allocation of funding and good value for public monies spent.
11. Develop the HEARS services, continue to meet high safety standards and grow the customer base, supporting the digital transformation of the service area.
12. To ensure that the CCTV operations provide an effective and efficient service which meets all relevant compliance standards.

13. To maintain the Councils' relationship with the Joint Emergency Planning Unit, supporting the Councils' ability to react to Emergency Planning incidents.
14. To be responsible for Continuous Professional Development (CPD) in own specialist / professional area(s) to remain abreast of new developments, local and national issues, case law and relevant legislation and also maintain comprehensive CPD records.
15. Such variations as may be required from time to time without changing the general character of the duties shown or the level of responsibility entailed.

Person Specification

Job Title: Head of Community Support

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	- Degree level education or proven equivalent level of technical and organisational knowledge in own specific field - Up to date knowledge of technical and procedural developments in own field - Membership of a relevant professional body	Evidence of continuing professional development	Application form
Relevant experience	- Management experience within a comparable organisation and service activity - Ability to work in a politically sensitive environment - Ability to drive and deliver positive outcomes in a timely way - Creative and innovative approach to problem solving - Experience of financial management including prioritisation of resources and income generation planning - Effective project management skills	- Experience of working across a range of partnerships such as public, private and voluntary sector - Demonstrate ability to use technology to improve business effectiveness	
Specialist knowledge	- Proven success in maintaining a performance management approach which delivers efficient and effective service - Experience of successfully managing	- Evidence of effectively dealing with the media on major incidents - Experience of working in multi-agency partnerships arrangements - Experience of implementing new	

	and motivating employees and enabling them to deliver to their full potential. • Ability to identify and manage risks within the service • Responds well to new situations and shifting priorities • Demonstrates compliance with appropriate professional competence standards • Evidence of specialist knowledge in service provision, including awareness of local and national issues, legislation, case law and other issues • Ability to deal with periods of public interest and, potentially, unrest effectively • Ability to represent the Council and communicate at the highest level (e.g. with partners such as the Police and with senior officers and politicians) on a range of safety and licensing issues • Ability to deal with major incidents as they impact on the Council •	legislation and changes across a range of services	
Personal Skills	• Ability to persuade, motivate, negotiate, convince and influence others • Good verbal and written communication skills • Actively seeks out opportunities to develop self and others and to promote a positive learning environment		

	• Ability to work across teams and to work collaboratively with others • Able to work under pressure and to tight deadlines to achieve outcomes • Able to effectively delegate appropriate authority to encourage others to take on responsibility • Ability to use technology effectively in day-to-day work • Visible, proven management skills • Exhibits empathy, fairness, professionalism and integrity		
Special working conditions	• Willing to attend evening meetings and occasional attendance of events and meetings at weekends		