

**Job Description and Person Specification**

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| Post Title | Resilience, Security and Community Safety Manager |
| Post Level | Operational Management Team Level 2 |
| **Service Area** | Environment Housing & Leisure –Technical & Regulatory Services |
| **Grade** | Grade 11 |
| Post Level Descriptor |
| Reports to a senior manager and may manage an operational area. Responsible for plans for the assigned area, budget and staff. Will be a role model and ensure staff are living the organisational values of:Aspire to be betterEnable OthersDeliver on promises |
| Purpose of the Post |
| * To manage a medium to large team of employees, or a number of small teams. Will have a small to medium number of direct reports following the Council’s HR policies and processes.
* To always portray a positive image of the Council to employees and customers and deliver on promises
* To ensure the team aware of Council services available and able to sign post customers as required.
* To account for a medium to large budget.
* Schedule and allocate work for the team(s) on a medium to long term basis
* Plan events and/or projects over the medium to long term
* Contribute to the development of longer term plans and projects.
* To be responsible for the training, support and development the team.
* To ensure regular two way communication and engagement with the team
* To take responsibility for the Health and Wellbeing of the team.
* To ensure the team maintain high performance and are clear on objectives through one to one supervision and the IPR process. Encouraging personal development, flexibility and responsibility
* To ensure self and team have the highest regard for customer service whilst understanding the need to effectively manage the demand for services
* To always portray a positive image of the Council to employees and customers and deliver on promises
* To ensure the team aware of Council services available and able to sign post customers as required.
* To fulfil responsibilities as a corporate parent
* Ensure the team’s work location meets general health and safety standards and is presentable at all times and to ensure the team are aware of health and safety responsibilities
* To take a proactive approach to self development and keep an up to date working knowledge of best practice associated with the area of work.
* To be responsible for the overall performance of the team and all associated Human Resource related matters.
* To embrace opportunities for change and to encourage new ways of working including the use of technology
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| Service Specific Tasks |
| **Leadership- You will have lead service delivery responsibility for the following service areas:*** Resilience
* Security
* Community Safety.

You will have lead responsibility for delivering following statutory responsibilities:* + Civil Contingencies Act 2004
	+ The Community Safety Partnership (CSP)

**Policy and Strategy - You will lead the production, delivery and review of all of the key policies and strategies for the service area.** This includes:* Emergency plans
* Co-ordination of Business Continuity plans
* Community Safety Strategy
	+ Compliance with CCTV Code of Practice
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| Performance Standards |
| * The need to adhere to Council’s Policies and specifically the Equal Opportunities Policy, Health & Safety Policy and the Code of Conduct
* The need to comply with the Freedom of Information Act 2000 in relation to the management of Council records and information
* The need to comply with the Data Protection 1998 and the principles enshrined within it in respect of personal information held by the Council
* The need to observe and implement the Authority’s information governance policies and procedures, including the security of information assets and data.
* Willing to carry out a similar job role in other service areas as required.
* Demonstrates flexibility in their approach to work
* Creates an environment which enables individuals to speak up and challenge.
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| Competency Requirements  |
| **Engaging People** - Level 2Proactively listening and conveying information/ideas in a variety of ways to engage people and stay connected.**Delivering On Or Promises** Level 2Creating the right environment for teams and individuals to perform at their best, ensuring performance is monitored, evaluated and prioritised effectively.**Delivering On Customer Outcomes** Level 2Delivering a customer focused service across the team.**Enabling Change** Level 2Creating and enabling an environment that encourages the acceptance of change within teams.**Aspiring To Be Better** Level 2Enabling the right environment for teams and individuals to show high levels of self awareness to perform at their best.**Working Together** Level 2Promoting collaborative relationships with others to deliver an excellent customer focused service. |