

Role Title	Community Cohesion & Resilience Manager
Job Family	Neighbourhood and Environment Directorate
Competency Level	Senior Manager
Pay Scale	PO8
Purpose - To strategically lead, develop, organise and oversee a professional service area (Community Cohesion and Resilience) ensuring the delivery of the service meets all Council, professional and legislative requirements. - To develop and implement a new Community and Cohesion model that incorporates the Hate agenda and the Prevent statutory duties - To work alongside MASH and provide consultation appropriately (i.e. Prevent thresholds) - To attend Channel panel and support appropriately - To promote the Prevent Strategy to all key partners in LBWF - To build confidence in the reporting of Hate Crime in LBWF and to lead on building resilience amongst LBFW residents to radicalisation and Hate Crime. - Support the Head of Service to deliver the Community Safety priorities	
Generic Accountabilities	End Results/ Outcomes
Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.	The service is delivered to the quality, Council, professional and legislative standards required. Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements. Corporate strategies are effectively implemented within area of responsibility. External inspections are managed effectively. Service delivers excellent customer service.
Manage responses to complex professional or politically sensitive issues within the area of responsibility.	Expert opinion, advice, supports and interpretation is provided on all aspects of the area of responsibility, including major decisions. Major issues are managed through to a satisfactory conclusion. Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Manage key relationships with delivery partners /providers /suppliers to	

commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.	Customer outcomes are clearly understood and specified. Services / goods are delivered on time, to budget and standards agreed. Opportunities to improve delivery / capacity of provision are proactively identified and actioned. Suppliers and supply chains are resilient and adaptable to meet changing needs. Expected operational efficiencies are realised.
Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.	Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe. Strategic and operational input is provided to wider business planning and development. Progress against objectives is effectively monitored and delivered.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Annual budget is planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy

	compliance.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.	Safeguarding standards are monitored and maintained in compliance with Council policy. Appropriate safeguarding training is provided.
Implement a risk management programme and advise on issues affecting Council service areas.	Business threatening situations are recognised, planned for and managed or escalated as appropriate. Systems and governance are in place to and respond promptly to critical events. Continuous service is provided.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Job Specific Accountabilities:	
To make strategic recommendations for change and implementation of the whole Community Cohesion and Resilience Programme within the Council's governance structures. Use expertise to monitor and evaluate the Council's Community Cohesion and Resilience policy, make operational decisions, set work standards, and manage delivery of that whole programme within the strategic outcomes set by the governance structures.	The Community Cohesion and Resilience programme is current, robust, and the Council leadership fully informed and engaged.
Need to ensure that quarterly progress reports are provided to the Community Safety Partnership Statutory strategic issues affecting Prevent and Hate Crime, together with exception reporting associated with performance improvement. This will also include presenting a summary of the Prevent and Hate Crime Risk Register	Develop a Prevent and Hate Crime risk register and reinvigorate the Tension Monitoring group
The post holder will coordinate the delivery of the Prevent Channel and Hate Crime actions within the Community Safety Plan,	Ensure Action Plans and Risk Assessments are accurate and up-to-date.

Prevent Action Plan, Risk Register, and more broadly within their role. Strategic plans should achieve key milestones and action targets concerning Prevent Hate Crime and Counter-Extremism, and Counter-Terrorism.	Maintain the Channel Panel
Operational decisions taken by the post-holder will have a major impact on the Council's Community Cohesion and Resilience Strategy and the public, affecting the reputation of the Council, its local partners, and the national Prevent programme.	Reputational risk of the Council and partners in terms of Community Cohesion is suitably managed.
Ensure that the council meets or exceeds all Eight Prevent Benchmarks and report quarterly on progress to the Prevent Steering Group and the Home Office	Oversee the adherence to the Eight Benchmarks and delegate responsibility where appropriate
The Community Cohesion and Resilience Manager is the dedicated point of contact on behalf of the council, for agency partners, such as, Counter-terrorism policing and the probation service to support managing nominals subject to the MAPPA responsibility authority.	Will need to have DBS and Security Clearance and will need to attend MAPPA when required
Design a creative and innovative programme of work across the spectrum of CSP priorities, interpreting the broad national guidance at a local level. The role must respond to challenging situations, such as terrorist situations, both international and domestic, which will have local policy and deliver implications as part of a high-profile programme.	Evidence-based, needs-assessed, innovative programme of work is developed and delivered. Programme is responsive to terrorist incidents and developments.
The role has to be highly responsive to international and local terrorist-related events, requiring advice and guidance in forming emergency press lines and internal briefings to elected members and senior leaders. Conflicting priorities have to be managed between the Home Office demands and those locally from senior leaders and partners.	A robust and effective Prevent response is delivered following international and domestic incidents relating to the programme.
Due to the profile of the role, the role holder should be mindful of their own and their team's personal safety, and ensure they follow local risk-mitigating actions.	All staff in the team feel safe and informed about issues of personal risk.
To be responsible for team performance management.	Provide the staff team with day-to-day management and case supervision.

	Hold monthly supervision and reviews with each team member. Effectively manage staff in line with council HR policies, contributing to their professional development, supervision and appraisal and to the development of effective performance monitoring and management systems and processes.
Working with the Head of Service to redefine Local authority role in promoting social cohesion and resilience to extremism, and as a partnership reducing the impact of acute and long-term conflict, division, and extremist activity.	Utilise best practice and literature relevant to improving community cohesion and resilience Increase the engagement with the local community and raise further the awareness of the LA policies and practices on social cohesion and extremism Review and improve information sharing processes and incorporate best practice via networks and partnerships, facilitating understanding of community issues through local forums and improving monitoring and data collection. Lead in the development of in house trainings/packages aimed at community cohesions including but not exclusive to: Bystander Training, Extremism and Radicalisation and Hate crime awareness
To deputise for the HoS when needed and support with wider responsibilities of the Violence Reduction Team	Attend and when HoS unavailable chair the weekly tasking meeting for the team Provide operational support to the team and support with escalations and troubleshooting Respond to complaints, enquiries and Freedom of Information Requests

Nature of Contacts

Frequent contact with members, the Chief Executive and Management Board, Directors and Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.

Manage political relationships. Manage relationships with key stakeholders and delivery partners including negotiation of complex political issues / contractual agreements / amendments.

High levels of tact, sensitivity and diplomacy are required.

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and

legislation.

Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.

Manage complex / high risk issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.

Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.

Occasionally the post will be expected to work from other locations.

Key Facts and Figures

Delegated responsibility for project budgets.

Effectively control significant budgets / resources.

Manage teams of staff.

Resourcing

Budget Responsibilities: Maintaining an understanding of stakeholder's financial position, seeking external grant opportunities, ensuring that programme and staffing resources are used optimally to deliver strategy and operating model.

Supervisory Responsibilities: yes (3 staff)

Knowledge, Skills and Experience

Expert knowledge of the PREVENT agenda and associated topics.

Skill and experience in translating national policy and legislation to local context

Experience and skill in drafting briefing notes and other communications for a variety of audiences

Excellent planning and organisational skills

Advanced ability and experience of staff supervision

Advanced ability to manage budgets

Wide knowledge of Hate Crime agenda and community interventions

Experience of working within a Violence Reduction Partnership

Indicative Qualifications

Educated to degree standard or equivalent

Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities

listed.