CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT:** **Place** | **SERVICE GROUP:****Neighbourhood and Customer Services** |
| **POST TITLE: Ward Officer** | **REPORTS TO: Area Co-ordinator** |
| **GRADE: PO3/4** | **SAP POSITION NUMBER :**  |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** |
| * 1. Operating in a politically restrictive role as a principle officer who leads on community engagement activity in any locality by facilitating a co-ordinated Asset Based Community Development approach to neighbourhood, Ward and Area working, a role which directly supports elected members and the Area Committee in their community leadership roles.
	2. To be the first point of contact for residents, businesses and VCS organisations who want to make positive contributions to their local area, neighbourhood and the constituency by supporting the development of opportunities that encourage both local decision-making and community self-help, resulting in active and responsible citizenship and strengthened community relations
	3. To be a high profile operational Manager in early intervention based multi-agency responses to local priorities, through closer working with elected members, communities and Partners, resulting in improved outcomes for residents leading to communities that are safer, stronger, cleaner and greener. Leading the Integration and co-ordination of Council and partner services.
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| **Main Responsibilities of Post:** |
| 1. Lead the planning, development, delivery and evaluation of community engagement opportunities projects at ward level, constituency and District level.
2. Lead a multitude of engagement approaches that enable and encourage residents to make active contributions to their local area and the District, through active involvement in governance roles, volunteering, membership of local groups and being good neighbours.
3. Design and deliver the assessment of community strengths, community needs and priorities in localities (including communities of interests within them) and to help share these understandings with colleagues, partners and elected members.
4. Co-ordinate and lead on the development, delivery and evaluation of high profile locality partnerships, managing, engaging and communicating with all relevant stakeholders including elected members, residents and representatives from public, private and third sector organisations.
5. Principle officer for the development and monitoring of ward plans, ensuring they align to the outcomes and priorities within the wider suite of Council strategies including the Council plan, the Safer and Stronger Partnership Strategies and Plans; in direct consultation with relevant stakeholders, supporting where needed, projects and initiatives that address the plan’s local priorities.
6. Be the named lead officer for all elected members at ward level and at an area and district level including providing in-depth support and guidance to them in their community leadership roles.
7. Act as Deputy Area Co-ordinator in their absence or through delegated tasks, on occasion be the lead officer for the Neighbourhoods and Customer Service on issues covering more than one area at a local, regional and national level.
8. To be the responsible officer who has the accountability of the performance for Council and partner services within the locality, taking the lead in negotiating and leading service responses from other agencies including other Council departments and partners.
9. Lead the recruitment, management and deployment of staff and resources to meet priorities in ward and area plans, specifically related to community engagement, creating safer, stronger and greener neighbourhoods and promoting wellbeing.
10. Lead responsible officer for stakeholder management and engagement in the delivery of projects and initiatives, leading decision making on the prioritisation of services and the deployment of frontline staff and resources, including where these could have an impact on vulnerable people.
11. To be accountable for the Completion of risk assessments, ensure health and safety procedures are followed, and manage access to highly confidential information, as part of delivering projects and initiatives, the unauthorised disclosure of which would be embarrassing or prejudicial to the Council’s interests or to those of partner agencies.
12. To make applications for external funding and attract sponsorship and manage grant income with the purpose of delivering projects, initiatives and maintaining community assets. Where asked to undertake area and district wide responsibility, including overseeing internal and external funding.
13. To act as a nominated officer within the discipline and employee complaints procedure, conducting often complex management investigations, presenting findings to senior management and elected members and appeal hearings when required. Supporting other managers with formal attendance reviews.
14. Lead in the development of media and communication responses for good news stories, complaints and Freedom of Information requests.
15. Positively encourage communities and partnerships to celebrate and promote their achievements, including though a number of neighbourhood, community and social media based outlets.

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| **Structure:**Assistant DirectorNeighbourhood & Customer ServicesArea Co-ordinatorx 5Senior AdminOfficerAdvanced Practitioner(Youth Services)Ward Officersx 15Asst Ward OfficerX15 |
| **Special Knowledge Requirement: Will be used for shortlisting** |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. |
|  | **Essential** |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the advanced threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public (eg in children’s centres) where the person is able to demonstrate that they can during the interview:a) express themselves fluently and spontaneously, almost effortlesslyb) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Ability to innovatively motivate people to take action, including members of the public and staff within other Council services and from partner organisations. | X |
| Understanding of community engagement principles and how to reach out to everyone within their communities, including those community members who are frequently overlooked. | X |
| Ability to lead high profile projects that lead to positive outcomes. | X |
| Knowledge of performance, sickness and disciplinary processes within a complex organisation. | X |
| Ability to lead effective multi-agency and partnership working that creates extra value in service delivery. | X |

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| **Relevant experience requirement: Will be used for shortlisting** |
| Experience of managing often complex, high risk, high profile programmes of work applying innovative problem solving approaches to long standing issues. |
| Knowledge of organising and running large public consultation events, managing public and partner expectations. |  |
| Experience of management processes, managing and deploying staff teams. |
| Experience of close collaborative working with a variety of partners from public, private and VCS sectors, including elected members  |
| **Relevant professional qualifications requirement: Will be used for shortlisting** |
| Educated to degree level or equivalent and relevant practical full time experience working within a complex multi-agency setting at a Principle officer levelORat significant practical full time experience working within a complex multi-agency setting at a senior level |
| **Core Employee competencies at manager level to be used at the interview stage** |
| **Carries Out Performance Management –** covers the employee’s capacity to managetheir workload and carry out a number of specific tasks accurately and at a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self-effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.  |
| **Management Competencies: to be used at the interview stage.** |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self-interest for the sake of the team or service. They consider serving the District in all that they do. |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. |
| **Applying Project and Programme Management** Our managers work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning. |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. |

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| **Working Conditions:** |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.  |
| Must be able to work evenings, weekends and Bank Holidays as required by the needs of the Service. |
| **Special Conditions:** |
| .None |
| **Revised by: Noreen Akhtar****Date: 6 July 2021** | **Grade Assessment****Date: 6 July** | **Post Grade:****PO3/4** |