

## Job Description

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|---------------------------------------------|----------------------------------|
| <b>Job Title</b>                            | Team Leader Stronger Communities |
| <b>Directorate</b>                          | Neighbourhoods and Housing       |
| <b>Service Area</b>                         | Safer and Stronger Communities   |
| <b>Grade</b>                                | 8                                |
| <b>Competency Level</b>                     | 2                                |
| <b>Salary</b>                               | £46,142 - £51,356                |
| <b>Job Type</b>                             | Hybrid                           |
| <b>Location</b>                             | Cunard Building                  |
| <b>Disclosure and barring service (DBS)</b> | Not required                     |
| <b>Job Evaluation Ref No</b>                |                                  |

## Job Purpose

To contribute to strategic development and develop and implement aligned operational plans and systems to improve support for victims, offenders and vulnerable people at risk of anti-social behaviour and hate crime.

### Directly Responsible For:

4 Operational Safer and Stronger Communities Officers who deal directly with anti-social behaviour case management and wider community safety issues



## Directly Responsible To:

Head of Safer and Stronger Communities

## Main Areas of Responsibility:

- To lead, motivate and develop the team to enable them to deliver high quality services to internal and external customers that seek to improve community safety and community cohesion and reduce ASB
- To develop and maintain an understanding of legislative tools and powers in dealing with ASB and their use in the council
- To work with services, partners and communities create stronger, resilient communities who are resistant to serious and organised crime and anti-social behaviour
- To co-ordinate and problem solve issues around student safety in Liverpool
- To facilitate and promote the development and maintenance of strong and productive relationships with statutory organisations, higher education and local voluntary and community groups
- To provide advice, guidance and support to other council services and partners, directing the activity of internal and external partners in relation to community safety, community cohesion and third sector development projects and programmes
- To enable effective, comprehensive, co-ordinated localised responses to issues, including critical incidents, that impact on neighbourhoods as identified by key stakeholders
- To work with voluntary and statutory agencies to divert young people and others at risk of involvement in serious and organised crime, gangs and anti-social behaviour
- To collate, analyse and share information and intelligence to inform problem solving responses to locality needs and priorities

- To develop and manage knowledge systems and databases such as i-Casework and Tascomi and relevant council web pages
- To effectively monitor the performance of the team ensuring action plans contribute to targets and outcomes are in line with the Council and Partnership strategic aims and objectives
- To contribute to and develop strategies, policies and procedures related to serious and organised crime and anti-social behaviour
- Working to the Head of Safer and Stronger Communities lead and take ownership of policy, procedure and process development to respond to challenges, seeking out creative solutions
- To prepare and provide reports and briefings and to attend meetings and other events as required
- Facilitate and oversee the Anti-Social Behaviour Case Review system, liaising with partners including the Police and Crime Commissioner's Office
- Act as the lead officer for the ASB strategic partnership groups for Liverpool and Merseyside
- Develop and ensure services operate in line with the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

## **Supervision and Management Responsibility:**

- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- Occasional requirements to participate in community 'days of action'/ walkabouts

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- A formal qualification in related disciplines or equivalent related experience.  
(A)

### Desirable

- Evidence of commitment to continuing professional development

## Experience

### Essential

- Success in managing a team in the delivery of key local services, programmes and initiatives (A/I)
- Experience of successful partnership working (A/I)
- Preparation of reports and briefings for both technical and non-technical audience (A/I)
- Translating identified community needs into delivery and achievement of outcomes (A/I)

## Desirable

- Developing, monitoring and delivering projects and/or action plans
- Experience in developing/monitoring action plans and coordinating activities of multiple agencies to develop and implement initiatives or changes to service delivery
- Experience of the effective targeting and monitoring of resources

## Skills/Abilities

### Essential

- Excellent written/oral communications skills, including organisational, negotiation and inter-personal skills (A/I)
- Ability to think and act in an innovative and creative way (A/I)
- Develop and maintain networks with a wide range of partners (A/I)

### Desirable

- Knowledge of legislation and policy context of community safety, anti-social behaviour and hate crime
- Ability to analyse and report upon information and data
- Have an adaptable and flexible approach to work/working arrangements
- Ability to operate within tight timescales, financial constraints and a demanding working environment
- Ability to prepare and deliver presentations as required

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

