

Job Description

Job Title	Neighbourhood Officer
Directorate	Neighbourhoods and Housing
Service Area	Neighbourhoods Service
Grade	6
Competency Level	1
Salary	£34,314 - £38,626
Job Type	Hybrid
Location	Cunard Building and other locations across Liverpool as required
Disclosure and barring service (DBS)	Enhanced – Child and Adult Workforce, Child Barred List
Job Evaluation Ref No	A8839

Job Purpose

Liverpool City Council has introduced a new Neighbourhood Model, which saw teams come together to work collaboratively with partners and residents in thirteen neighbourhood areas. The Neighbourhood Officer plays a key role in supporting Neighbourhood Managers to coordinate and facilitate cross-functional teams focused on improving local outcomes and resident satisfaction at a neighbourhood level. There will be a team of six Neighbourhood Officers who will collectively support the neighbourhood areas. The role will be exciting and varied, and the day-to-day work



will be driven by local priorities for each neighbourhood area, which will involve many different services and subject areas. The Neighbourhood Officer will design and lead projects / task forces to help improve resident experiences, as well as supporting larger more complex projects, taskforces, or strategies for each neighbourhood area.

The Neighbourhood Officer will be responsible for continually promoting quality improvements across the neighbourhood areas. This may include identifying solutions to complex issues and complaints, supporting targeted community engagement and co-design, data analysis and insight preparation, and project coordination.

Directly Responsible For:

Not applicable

Directly Responsible To:

Neighbourhood Manager

Main Areas of Responsibility:

- Develop effective partner relationships to support the delivery of service objectives, maintain existing contracts with providers, and create new ways of working that improve service delivery
- Provide effective coordination and direction to partners, residents, businesses and community groups
- Assist in activities and events that enable residents and communities to co-design solutions to challenges and identify opportunities
- Take ownership of resolving complex, multi-service complaints and enquiries from residents, members and other community stakeholders, learning from feedback with a focus on continuous improvement
- Be a point of escalation for members and stakeholders concerning key challenges and opportunities within designated neighbourhood areas



- Regularly inspect and monitor service delivery and provide improvement plans that will allow you to work with operational colleagues to implement changes and improvements
- Identify opportunities to innovate local services by benchmarking against best practice with other neighbourhood areas and local authorities
- Contribute to developing, implementing and evaluating strategies to shape future plans for local communities within designated neighbourhood areas
- Provide administrative support to projects and forums within designated neighbourhood areas, recording minutes and tracking and reporting key issues and actions
- Maintain project management documentation, e.g., implementation plans
- Process invoice payments and payment requests for the team
- Produce correspondence, reports, presentations and other documents as needed
- Support the team in developing standard operating procedures that improve the delivery of quality assurance and succession planning across local services
- Support the collection of data and community insights to shape and improve local services and report on key performance indicators

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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

- Support the management and monitoring of budgets in accordance with policies, service priorities and financial targets as required

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:

- The role will include travelling to a range of partner and community sites across the city

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 competency level 1.

[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

- Educated to GCSE level (good passes in English and Maths) or equivalent experience (A)

Desirable

- Project management qualification

Experience

Essential

- Proven experience of working in customer focused and partnership environments (A,I)
- Successful experience in a support role involving regular interaction with senior managers and other key stakeholders (A,I, E)

Desirable

- Experience with committees and democratic processes and local authority standing orders process
- Proficient in the use of Microsoft 365, including MS Outlook, MS Teams, MS Word and Excel



- Familiar with / exposure to customer database / management systems
- Experience communicating and working with a range of key stakeholders effectively, including other local Authorities, residents and communities

Skills/Abilities

Essential

- Strong written and verbal communication skills with an ability to project credibility and build trust with customers and colleagues (A,I)
- Strong influencing skills with a natural ability to build professional relationships with ability to demonstrate a high level of initiative (A,I)
- Ability to prioritise workload to meet deadlines (A,I)
- Ability to make effective decisions and to support those decisions with compelling arguments (A,I)
- Analytical skills, including the ability to apply logical thinking to gather and analyse information, design and test solutions to problems, and formulate plans, with the ability to plan, allocate and evaluate work programmes for self and others, by identifying and organising resources and manages time effectively monitoring performance against milestones and deadlines (A,I, E)
- Ability to work confidently with financial data when making decisions: interpret trends, issues, and risks in routine financial appraisals (A,I)

Desirable

- Good IT skills with experience analysing and interpreting statistical data
- Experience of turning data into actionable insights, including use of reporting tools such as Power BI

- Subject matter expertise in a relevant area such as environmental services, sports and leisure, libraries, policing, housing / homelessness, health, social care
- Planning skills and ability to link strategy to policy which meets both internal and external requirements

Commitment

Desirable

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

Other

Essential

- Contribution to and understanding of current approaches to community activation and engagement (A/I)
- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level

Desirable

- Passion for Liverpool city and improving lives by enhancing our residents' environments and experiences