



Job Description

Job Reference

Job Title	Service Manager – Community Safety		
Service	Place and Growth	Team	Enforcement & Safety
Location	Shute End/WFH Hybrid		
Reports to	Head of Enforcement & Safety		
Responsible for	SVE Lead, DA Co-ordinator, Community Safety Officer, Crime Analyst, Prevent Lead.		
Grade	Type of position:		Date
11	Permanent Full Time 37 hours per week.		June 2024

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Service Purpose

This role is based in the Community Safety & Enforcement Service and is part of the Environment & Safety Department within the Place & Growth Directorate. It delivers a mix of statutory and local priority services across the disciplines of Environmental Health, Environmental Protection, Private Sector Housing, Licensing and Anti-Social Behaviour (ASB) and Community Safety. Trading Standards is also provided externally under a Joint Shared Service.

Purpose of the role

To Lead the Councils approach and to delivering, developing and implementing Community Safety as defined by the Crime and Disorder Act 1998 (2021). Working with key stakeholders to ensure all statutory duties are delivered including the local approach to Serious Violence & Exploitation, Anti-Social Behaviour, Domestic Abuse, Substance Misuse, Prevent & Channel & Hate Crime.

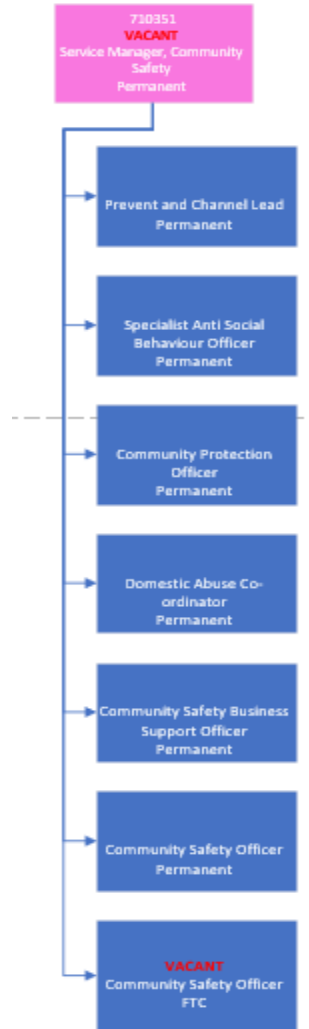
Main Accountabilities

1	To lead the specialist area ensuring the provision of a high-quality professional service, holding professional accountability for the area of specialism.
2	To contribute to the leadership of the directorate and the organisation to deliver the Councils outcomes for its residents, customers, clients and stakeholders.
3	To lead on all aspects of the Borough's Community Safety Service. Including Prevent and Counter Extremism, Domestic Abuse, Anti-Social Behaviour and Serious Violent Crime, Substance Misuse and Hate Crime.

4	<p>This role includes deputising for the chair of Channel Panel and associated processes the post will also be required to undergo National Security Clearance to be able to fulfil the Prevent and Channel Panel Home Office requirements</p>
5	<p>To take responsibility for managing and developing Community Safety programmes both within the council and wider local networks and working with regional and national agencies, which draw on all assets and resources available to improve outcomes for local communities.</p>
6	<p>To collaborate with partners and partner organisations to ensure consistent, effective and efficient approaches to the delivery of services. The postholder will provide high quality professional advice and support to Elected Members, Strategic Directors and Service Managers through the constitutional framework and management line.</p>
7	<p>To work with the strategy and commissioning team, political members and partners to develop strategy and policy for their specialist area, aligned with corporate plans. Informing organisation-wide and service specific strategies and policies with relevant specialist input.</p> <p>To respond to complex cases, lead on co-ordinating multi-agency operations and ensure effective tasking of partnership resources managing and reducing risk. To lead on the implementation of the assessment and protection requirements in line with counter terrorism duties with respect of public, private and commercial assets across the borough.</p>
8	<p>Acting as the Council's key advisor for the area of specialism, both internally with senior management team, and Executive and political members, and externally with customers, partners, other agencies and stakeholders; promoting the Council's work and its reputation</p> <p>Lead or commission a team of professional specialists, who solve problems and manage difficult complex and contentious cases, and overseeing the management and resolution of the most complex high-risk cases</p>
9	<p>Leading and contributing to major corporate and community projects which relate to the specialist area. Setting and owning the rules, thresholds and scripting for the delivery of the specialism through case management, customer services and customer self-serve</p>
10	<p>Share collective accountability for the Council's successes and its drive for continuous improvement. Providing performance and quality control for all issues or cases and for the overall performance of the specialist area. To chair strategic and operational partnership meetings, specifically designated delivery groups, representing the council and the partnership at strategic, regional and national level meetings.</p> <p>To consult and work with local residents, voluntary and community groups and develop mechanisms for local communities to bring their concerns about crime and ASB to the attention of the council and other relevant agencies. To produce public information on community safety workstreams. To ensure full compliance with statutory regulations, policies, procedures, best practice and professional standards.</p>
11	<p>To lead on all policy development and implementation including identifying changes in, organisational and stakeholder practices and service improvements.</p> <p>Working in collaboration with managers across all areas of the council to monitor and manage overall performance, including service, financial and budget planning to ensure the specialist service delivers and supports on the outcomes agreed in the Corporate Plan. Working with key internal and external stakeholders to ensure a responsive and proactive delivery of the service that delivers the council's outcomes and meets resident's needs.</p>

12	To lead on establishing crime trends and identify suitable remedies to crime and disorder in the borough. To implement a performance management framework which ensures continuous improvement and delivery of set targets and outcomes. To lead on Domestic Homicide Reviews for the Partnership including liaising with the Home Office, setting up and management of a DHR panel including liaising with the Coroner's Office and implementing organisational changes and learning arising from any reviews.
13	<p><u>Leadership Accountabilities</u></p> <ul style="list-style-type: none"> • Provide functional leadership for the area of specialism and operational leadership of direct line reports, ensuring the provision of professional services that meet customer needs. • To support the organisation to ensure legislative and professional compliance in regard to the area of specialism and challenge where these are not being met. Ensuring effective discharge of the Council's statutory responsibilities for the area of specialism together with associated regulatory responsibilities • Ensuring the area of specialism works collaboratively and proactively with all areas of the organisation to ensure the effective operation of the Council. • Holding and developing the community of practice of the specialism across the organisation including mentoring staff to improve delivery of the specialism and support career development. • Performance appraisal and staff development for a number of staff.
Supervision Received	Head of Safety and Enforcement
Supervision Given	SVE Lead, DA Co-ordinator, Community Safety Officer, Crime Analyst, Prevent Lead.
Contacts & Working Relationships	Thames Valley Police, Office of Police and Crime Commissioner, Executive Portfolio Holder, Royal Berkshire Fire and Rescue Service, Health (ICB) Public Health, Probation, Youth Justice and Prevent Services, Voluntary Sector. Children & Adult Social Care.
Management of resources or budget	<p>£630K Per Annum</p> <p>Community Safety Grant</p> <p>Domestic Abuse Grant</p> <p>Staffing</p> <p>Commissioned Services</p>
Special Factors	Enhanced DBS check required

Organisation Chart



Person Specification

Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable.

Qualifications	Essential	Desirable
	Diploma (if obtained before 1993) or BSc Hons Degree or MSc in a related discipline.	Management Qualification /training
Technical Skills.	Essential	Desirable
	<p>Experience of writing protocols, service level agreements, procedures and systems for information sharing and partnership working.</p> <p>Experience of conducting & commissioning evaluations and audits.</p>	
Knowledge	Essential	Desirable
	<p>Demonstrates extensive experience of working at a senior level and supervising staff.</p> <p>Demonstrates experience in managing multi skilled successful teams or projects, with a record of collaborative and team working</p> <p>Demonstrates leadership and the ability to motivate, empower and develop staff.</p> <p>A thorough understanding of the legislation and statutory framework affecting service delivery in this area</p>	<p>Working knowledge of recording systems.</p> <p>Budgetary Control experience</p> <p>Good analytical skills</p> <p>Experienced in presenting reports to Council Boards/Panels.</p> <p>Familiarity with Business Planning and experienced in writing service plans, policies and procedures. Familiarity with personal development and conducting staff appraisals.</p>

	Ability to use, analyse and interpret data and information to guide and influence decision making	
Experience	Essential	Desirable
	<p>Ability to advise and influence through effective communication and leadership at all levels and in a variety of media, forums and situations</p> <p>Ability to write clear concise technical reports</p> <p>Ability to operate effectively under pressure, making autonomous decisions, plan organise and prioritise workload</p> <p>Ability to recognise risk and a risk-based approach to environmental protection regulation</p> <p>Experience of successful leadership and financial management at a senior level including managing complex budgets</p> <p>Able to work effectively in a political environment and establish positive relationships with Councillors, senior managers, staff and external partners, to establish confidence</p>	
Other	Essential	Desirable
	<p>Attendance at evening meetings as necessary and working unsociable hours when required</p> <p>Hold a current driving licence and provide a roadworthy, taxed and</p>	

	insured vehicle able to carry equipment and the functions associated with the post on a daily basis	
Completed by:	Narinder Brar	Date: June 2024