



Job Description

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.

Post Details	
Job Title	Service Manager - Community and Partnerships
Service	Community and Partnerships
Team	Chief Executive Office
Location	Hybrid Working/ On-Site at Hub Libraries 3 days a week
Reports to	Head of Community and Partnerships
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required Community - Work is based in the community, libraries and at Council offices, with less frequent time at home
Responsible for	Area Leads, Grade 9 and 3 FTE
Grade	11
Contract Type	Permanent

Main Accountabilities	
1.	To manage the Borough's statutory library service to meet the local communities needs.
2.	Lead, manage, motivate and develop staff in the delivery of community and partnerships corporate and service priorities.
3.	Manage and control budget and resources related of the service areas within direct management of the post.
4.	Ensuring Health and Safety systems and process are in place to maintain a safe environment for staff, volunteers, and residents using the service.
5.	Support in development of the service to ensure it remains financially sustainable whilst adapting to the changing needs of the communities.
6.	Ensure appropriate data on the service is collected to understand the services performance and guide its future management.
7.	Services are delivered to reduce inequalities and support identified needs of residents whilst promoting that libraries are a safe, welcoming and inclusive place for all residents.





8.	Support development and enhancement of internal partnerships with the other Council departments to support the Council's wider objectives whilst enhancing offer to residents
9.	Support development partnerships with local community organisations to support the Council's wider objectives whilst enhancing offer to residents.
10.	Lead and role model the benefits of effective partnership working with Senior Officers, to ensure a consistent approach and better collaborative working - leading to improved partner experience.
11.	Support on the development and analysis of the right data and insight to shape targeted action support positive outcomes in the community and reduces inequalities.
12.	Ensure inequalities in our communities are identified and addressed - promoting inclusion, health and wellbeing by collaborative partnership working.
13.	Deliver value for money and ensure that financial constraints are met whilst also delivering a good quality service.
14.	Support others managers across wider team and wider council as appropriate to the post role.
15.	Provide leadership and development of the community and partnerships, Libraries and Community Centre teams, growing a well-motivated, high performing service that drives culture of continuous improvement.
16.	Responsibility and accountability for service budgets

Person Specification	Essential	Desirable
Education/Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent level of experience of working at a senior level in a community engagement and partnership role. Evidence of continuous professional development. 	<ul style="list-style-type: none"> Member of a relevant professional body
Experience	<ul style="list-style-type: none"> Dynamic personality with the ability to build trusted stakeholder relationships and support networks in a political context such as Local Government, voluntary sector and NHS as required. Experience of designing and delivering presentations to groups of senior stakeholders. Significant experience in working with a Community development /community support setting. Experience of managing and prioritising resources and budget management. 	<ul style="list-style-type: none"> Leading and managing remote teams.





	<ul style="list-style-type: none"> • Experience of successfully operating in and delivering priorities in a partnership environment. • Significant experience in leading the delivery of wide scale projects and programmes. • Proven effective leadership experience in a fast paced, front facing environment. • Proven experience of leading and delivering complex change and strategy development programmes in a politically sensitive and complex environment. 	
<p>Skills/Knowledge</p>	<ul style="list-style-type: none"> • Ability to lead and manage successfully in an agile environment with shifting priorities. • An experienced leader in Community Engagement strategies and building effective partnerships. Leading to positive outcomes. • Demonstrates the importance of driving a customer centric culture, focusing on resident and partner experience. • Ability to work effectively within a political environment and build relationships with political stakeholders. • Able to influence and negotiate with senior colleagues and build relationships with political stakeholders. • Ability to prepare and produce concise yet insightful communications for dissemination to a broad range of senior stakeholders. • Knowledge and experience of delivering frontline services. • Demonstrated capability to plan over the short, medium and long-term, and adjust plans and resource requirements accordingly. • Demonstrated capabilities to manage own workload and make informed decisions in the absence of required information, working to tight and often changing timescales. 	<ul style="list-style-type: none"> • Commercial expertise • Media experience • Asset management





	<ul style="list-style-type: none"> • Demonstrated capabilities to manage direct reports and to manage staff across a programme of work where you do not have direct staff control. 	
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Purpose Details	
Service Purpose	<p>The service aim is to improve the health, wellbeing and experience of residents and the communities within which they live. The service supports delivery of key strategic objectives such as the Health and Wellbeing Strategy, the Customer Communities and Partnership Programme, Tackling Poverty Strategy and wider Public Health approaches.</p> <p>Working with our partners and communities is critical to the way we work so that everyone can access opportunities, and nobody gets left behind. The team works closely with colleagues across the organisation, including Town and Parish Councils, and with external partners such as health, voluntary sector, businesses, and residents of the Borough. A core group of community assets such as libraries and community Centre’s facilitate the delivery of support across the borough.</p> <p>The Community and Partnerships team is central to driving the councils’ corporate approach around developing stronger and effective partnerships to deliver the best outcomes for our communities.</p>
Role Purpose	<p>A key corporate priority is to grow strong, sustainable, and resilient partnerships so we can deliver the right outcomes to our communities and achieve aspirations within the community vision.</p> <p>Central to this is working with partners across the voluntary sector to drive community enablement. This role will lead on the operational management of, and daily delivery of community engagement and Libraries services, ensuring connection with the rest of the organization and demonstrably delivering on key strategic priorities, as such strong project management and experience within engagement with a wide variety of stake holders is essential.</p> <p>The role will work to improve relationships, build on existing strengths whilst promoting innovation. It will also drive collaborative working and co production of plans and activities to respond to identified needs, and to achieve strategic outcomes through its operational services.</p> <p>The post holder will take direction from and support the Head of Community and Partnerships to ensure activity promotes innovation, collaboration and meets all statutory duties and will have direct line management responsibilities.</p> <p>They will be expected to lead, support, and implement programmes across the organisation and influence a wide variety of internal and external stakeholders.</p>





Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.
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Supervision and Relationships	
Supervision Received	Line Managed by Head of Community and Partnerships
Supervision Given	Direct reports from three Libraries and Community Area Leads. Direct +/- or matrix oversight, leadership, line management of senior officers for libraries and community-based offer, Community Engagement, Stock and Outreach Staff, Volunteers
Contacts	Working relationships extensive within WBC and across partnerships most notably with voluntary and community sector but also Towns and Parish Councils, health and statutory partners, businesses and elected members.

Resources/Budget Management
Up to 3 direct reports. Supporting responsibility for service budgets of approx: <ul style="list-style-type: none">• People - £1.3m• Non-people - £218k• Income - £100k Asset management - Libraries and Community Centres





Special Requirements

<Details of specific conditions, such as travel, working hours, safety requirements, DBS or politically restricted post.>

You will be required to work across multiple sights, spending approximately one day a week at each main hub library (Lower Earley, Wokingham and Woodley Libraries) to understand operations and support the team. This will make up a majority of your Hybrid working model.

There will be a need to be flexible with your working hours as some meetings across the council and within our community sector may be held in the evenings.

A use of Pattern literacy to help identify trends, recurring themes in our Key Performance Indicators (KPI's) as well as understanding the reason why trends happen, what it implies and the relationship between cause and effect. This will help the us predict outcomes, solve problems and communicate effectively.

Project management will be key in this role as the service is overseeing several projects and constantly evolving to meet the needs of the community and local government.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role

Details





Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Hybrid working, working out of main library hubs and community centres.

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	Y

Disclosure and Barring Service (DBS)	Details
DBS Requirement	<State level of DBS check required or N/A>
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Re-checks
<Details of required regular checks in line with regulations.>

Evaluation Declaration	
Date of Evaluation:	11/03/2025
Evaluated by:	HR

