

Job Description

Job Title Community Resilience Partnership Manager

Grade P1

Overall purpose of the job

Manage, develop and deliver projects within the Think Communities portfolio which increase community resilience with a particular focus on those which protect residents from scams and rogue traders.

Lead the Cambridgeshire and Peterborough Against Scams Partnership (CAPASP) to broaden the awareness of scams and increase partner and community participation in building the resilience to scams.

Manage incoming reports of scam and rogue trading activity towards Cambridgeshire and Peterborough residents, working with others to ensure timely action is taken to support those residents in the immediate and longer term.

MAIN ACCOUNTABILITIES

Main accountabilities

Programme and Project Management

Programme and project management of the Against Scams Partnership, ensuring delivery is in line with agreed actions and assisting the Partnership to continue to thrive. Continue to grow key elements such as advisor and supporter numbers, communications channels and audience in order to increase the reach of key prevention messages.

Manage incoming referrals of scam and rogue trader victims including those identified by the National Trading Standards Scams Team and arrange for timely and appropriate action by suitable officers, partners or community volunteers.

Prepare and present timely reports on project progress, risks and issues to Senior Managers, relevant Programme Boards and identified community contacts as appropriate. Manage risks and issues to ensure project delivery is kept within appropriate parameters and to the satisfaction of partners and stakeholders

Manage project resources including a clear audit trail for any equipment or materials handed over to communities or seized cash or cheques for return to victims as part of the projects.

Community engagement

Identify and engage suitable CAPASP supporters to lead on scams prevention and awareness, protecting residents and especially those more vulnerable in their communities.

Represent the service and partnership at community events, meetings and with key community groups with the aim of facilitating discussion, encouraging and enabling community led design and delivery on the protection of vulnerable residents.

Establish, develop and maintain effective working relationships with community representatives over the life of the projects.

Knowledge transfer

Working with others, build the capacity of volunteers working in communities.

Oversee a programme of Friends Against Scams training to equip people with the knowledge and skills to take a stand against scams and to encourage them to provide that same training, advice, and guidance to others.

Working with colleagues from Think Communities, partners and volunteers including those from Community Hubs and other front line customer service teams as appropriate, design and coordinate preventative campaigns and activities. Encourage those involved to manage and share information, advice and support to their residents and community contacts in the most effective way.

Stakeholder engagement

Identify and engage with all appropriate stakeholders to maximise efficient use of all resource, ensure project activity removes duplication of effort, fully supports and is aligned to stakeholder and council priorities.

Establish efficient and effective processes for maximising the impact of shared information and intelligence with Trading Standards, Police, Integrated Neighbourhoods/Health Social Prescribers, Community Hubs and others which support a flexible and timely approach to prioritising engagement with communities

Communication

Plan, timetable and organise the promotion and publicity of projects and campaigns to ensure maximum profile for the Think Communities approach, in particular within localities that are yet to engage.

Represent the service at internal and external meetings across the county including giving presentations on Think Communities projects to build community resilience.

Make efficient use of appropriate communication tools and resources to share timely updates to stakeholders, partners and community volunteers, e.g. cascading reported scam and rogue trader alerts and sharing general scams prevention information and advice to local contacts and CAPASP partners and supporters

Team working and people management

Maximise the impact of the intended aims of the projects through effective team working with other members of Think Communities, Council Services and partners. Share knowledge and learning, disseminate project results and updates as required including to appropriate outcome and enabler Programme Boards

Lead the recruitment, management, training and performance management of Community Resilience Partnership Officers, and oversee project support staff and volunteers in line with County Council policies and procedures. Motivate staff and volunteers to achieve their maximum potential, providing flexibility to meet business needs.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

| Qualifications Required | Subject | Essential/ Desirable |
|---|---------------------|---------------------------------|
| Key Skill Level 6 (graduate level) or demonstrable equivalent skills and experience | Relevant discipline | Essential |
| Project management qualification or equivalent experience. | Project management | Essential |

Minimum levels of knowledge, skills and experience required for this job

| Identify | Describe | Essential/ Desirable |
|---|---|---------------------------------|
| Knowledge | | |
| Public Sector future provision | Knowledge and understanding of the financial pressures for public sector organisations and the implications for communities. | Essential |
| Think Communities | Knowledge of the Think Communities collaborative approach to working with public, private and voluntary sector and the community with a shared aim of helping people feel safe, healthy, connected and empowered. | Essential |
| Political Awareness/Local Government | Knowledge of the structure and elected member roles within all tiers of local government | Desirable |
| Trading Standards schemes and initiatives | Knowledge of existing and emerging schemes aimed at protecting residents from financial harm. | Desirable |
| Skills | | |
| Relationship and team building | Ability to quickly build effective relationships, trust and team working with internal and external contacts including volunteers. | Essential |
| Organisational skills and time management | Ability to plan and organise to ensure programme and project deadlines and agreed targets are met. Respond to changing priorities and minimise delays in delivery. | Essential |
| Influencing and negotiation | Strong ability to influence others across private, public and not for profit sectors to meet local and council priorities and negotiate project resource and timescales. | Essential |
| Interpersonal and Representation skills | Ability to engage confidently with a very wide range of internal and external contacts. | Essential |
| Interpersonal and Representation | Ability to represent the Service with local | Essential |

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| skills | elected members, senior officers, partners and key stakeholders | |
| Delivering results | Ability to motivate others to develop solutions which meet local and council needs. | Essential |
| Communication | Excellent written and oral communication skills with an ability to adapt communication style to maximum effect. | Essential |
| Flexible working | Ability to work within a flexible environment including outside normal office hours and different locations including home working. | Essential |
| IT | Proficient user of office IT software. An ability to consider future efficiencies through improved use of digital delivery. | Essential |
| Creative thinking | Ability to develop and encourage creative solutions which build community resilience. | Essential |
| Community engagement and development | A good understanding of the techniques of community development and the ability to engage positively with communities | Essential |
| Experience | | |
| People management | Experience of managing individuals and teams from recruitment through to performance management | Essential |
| Programme/project management | Experience in managing a number of interlinked projects or work streams with a wide range of stakeholders. | Essential |
| Project delivery | Experience of delivering projects to tight timescales. | Essential |
| Change management | Experience of developing and delivering change in challenging circumstances. | Essential |
| Managing sensitive data and intelligence | Adherence of data protection rules and regulations and management of sensitive data. Experience of using intelligence or information to improve service delivery. | Essential |
| Adult safeguarding. | Experience of working with or on behalf of vulnerable people. The post holder will be trained or willing to be trained in basic principles of safeguarding adults at risk. | Desirable |

Disclosure level

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| What disclosure level is required for this post? | None | Standard x |
| | Enhanced | Enhanced with barred list checks |

Work type

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|---|-------|---------------|-------|------|
| What work type does this role fit into? | Fixed | Flexible x | Field | Home |
|---|-------|---------------|-------|------|