

Job Description

Job Title: Community Neighbourhood Coordinator	Service Area: Resident Engagement and Participation	
Directorate: People, Policy and Performance	Post Number: Fusion	Evaluation Number: 5939
Grade: PO3	Date last updated: October 2021	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To support the Neighbourhood Manager through the effective coordination of activity within two neighbourhoods in support of Community Plans, Community Assemblies and wider Council initiatives.

The operational management of the community facilities (libraries and community centres) within two neighbourhoods (4-6 facilities).

Job Summary

The post holder reports to the Neighbourhood Manager

The post holder is responsible for the operational management of Libraries and Community Centres within two Neighbourhoods (approximately 4-6 facilities).

The post holder line manages 2 Library Supervisors, up to 2 Deputy Library Supervisors and up to 4 Scale 4 Senior Library Assistants / Community Centre Assistants.

The post holder supports the Neighbourhood Manager in monitoring and forecasting relevant neighbourhood cost centres and has delegated budgetary responsibilities.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

Strategic management

1. Support the Neighbourhoods Manager in the planning and development of annual Neighbourhoods plans, Community Assemblies cycles and ad hoc events and activities in support of Service and Council wide priorities
2. Support the Neighbourhoods Managers on the delivery of key Council strategies such as the Social Integration Strategy and Volunteering strategy.
3. Develop effective working relationships with the Voluntary, Community and Faith Sector organisations within two neighbourhoods.
4. Support the promotion and development of opportunities for increasing activity in community facilities, ensuring the activities meet the needs of the community and are in alignment with Neighbourhood plans, Service Plans and the Library Plan.
5. Support elected members in their community engagement roles

Operational management

1. Lead on the operational management of Neighbourhoods facilities in two neighbourhoods ensuring sufficient resources to effectively run services and activities to a high standard
2. Proactively work with the Voluntary Community and Faith sector organisations within the neighbourhoods to support them gain capacity and become more sustainable.
3. Support the Neighbourhoods Manager in ensuring the service is proactive and responsive and meets the needs of the community; including timely responses to Freedom of Information requests, complaints, and member enquiries
4. Performance management of library and community centre teams ensuring accurate collation, reporting and attainment of KPIs and outcomes.

5. To be a designated safeguarding lead for the neighbourhood including monitoring of adherence to policies and procedures.

Financial management

1. Manage cash management processes across two neighbourhoods ensuring libraries and community centres follow financial procedures
2. Manage online payments management processes across two neighbourhoods including refunds and troubleshooting.
3. Provide regular financial reporting to the Neighbourhoods Manager and support in the monitoring and forecasting of relevant cost centres

Staff management

1. Manage the Library Supervisors and Neighbourhood Assistants based in community centres across two neighbourhoods
2. Lead on the management of staff resources across two neighbourhoods, ensuring staff are effectively assigned to ensure appropriate levels of services in Neighbourhood facilities.
3. Lead on the development and implementation of training and development plans for the library and community centre teams across two neighbourhoods.

Other Duties

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE: Good understanding of local government and its political framework	Application and Interview
Good knowledge of team building and motivation	Application and Interview
Good knowledge of performance and quality management systems	Application and Interview
Knowledge of good practice and service developments in public libraries	Application and Interview
Good understanding of Health and Safety at Work	Application and Interview

<p>regulations</p> <p>Excellent knowledge of safeguarding of vulnerable adults and Children and Young People</p> <p>Knowledge of GDPR regulations</p> <p>Good knowledge of community engagement</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Excellent ability to develop and motivate teams, maximising performance</p> <p>Good written and oral communications skills for a range of audiences</p> <p>Good financial management skills</p> <p>Good problem-solving skills, with the ability to quickly evaluate situations and initiate appropriate actions</p> <p>Ability to effectively collate, organise and report information</p> <p>Ability to respond quickly and effectively to shifting service needs</p> <p>Excellent IT and digital skills with an ability to use these for standard office administration functions including HR and finance but also for customer facing activity and community / civic engagement activity</p> <p>EXPERIENCE:</p> <p>Experience of developing, managing and motivating teams for improved performance</p> <p>Experience of managing multiple front-line customer focused services</p> <p>Experience of working with residents and community, faith and voluntary organisations</p> <p>Experience of operating effective performance</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>management systems to improve standards</p> <p>Experience of prioritising and managing a varied workload to tight and conflicting deadlines</p> <p>Experience of financial systems and managing and monitoring budgets</p> <p>Experience of a range of ICT systems including library management system, self-service technology and public networks</p> <p>Significant experience of training and developing individuals</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Willingness to continued professional development</p> <p>Ability to work as part of a team and create productive and harmonious working environments</p> <p>Sets an excellent example of customer care for other staff</p> <p>Acts with discretion, tact and diplomacy</p> <p>Displays personal resilience and encourages resilience within their team</p> <p>Ability to keep calm under pressure</p> <p>Encourages ideas and innovation, and recognises the achievements of others</p> <p>Takes responsibility for own work, demonstrating flexibility and a positive attitude; recognising and using the skills and abilities of others</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness and ability to work evenings and weekends to maintain service delivery</p> <p>Willingness and ability to travel throughout Newham and work from other service points as required</p> <p>DBS (enhanced)</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage</p>