Manchester City Council
Role Profile

Neighbourhood Officer Level 1 (Neighbourhood Team) , Grade 6

The Neighbourhoods Service, Growth and Neighbourhoods Directorate
Reports to: Neighbourhood Team Lead

Job Family: Front Line Delivery

Key Role Descriptors:

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned and statutory front line services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services, engaging and empowering community members to access services and encouraging involvement in activities that promote positive action.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

Key Role Accountabilities:

Oversee the planning and programming of the work of the team, contributing to the development of programmes of work and activities which represent the needs of the local community, visitors and businesses in Manchester.

Deliver service level agreements, communicating effectively in relation to requests for service within designated timescales and maintaining accurate records.

Apply a range of knowledge, technical expertise and skills, to safeguard residents, visitors and businesses and achieve neighbourhoods of choice.

Work closely with key stakeholders to develop effective partnerships and greater coordinated working with other agencies ensuring effective community and member engagement.

Officers will undertake their role with an understanding and appreciation of how they and the work they do impacts upon the city council's corporate aims, objectives and desire to improve Manchester as a City.
Be proactive in identifying and supporting the implementation of change, modernisation and improvements in support of organisational and Neighbourhood Services strategies.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.
Role Portfolio:

The Neighbourhoods Service

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

<table>
<thead>
<tr>
<th>Creating jobs &amp; growth</th>
<th>Places where people want to live</th>
<th>Access to jobs for Manchester people</th>
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</thead>
<tbody>
<tr>
<td>Promote economic growth and investment in the city to increase employment</td>
<td>Create places that are clean, green, safe and inclusive with quality housing of different tenures</td>
<td>Maximise opportunities created by the GM Devolution agreement and city’s capital programmes</td>
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<tr>
<td>Support the continuing growth of the city centre as a major economic drive</td>
<td>Good social, economic, cultural and environmental infrastructure with sustainable and resilient active residents and communities</td>
<td>Reduce worklessness by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city</td>
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<td>Enhance the reputation of the city by growing its retail provision and providing a diverse cultural and leisure offer</td>
<td>Support thriving district centres</td>
<td>Create positive pathways into work for young people</td>
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<tr>
<td>Connect residents, neighbourhoods and businesses through new and enhanced infrastructure</td>
<td>Increase recycling rates and reduce carbon emissions</td>
<td>Continue to embed the work and skills agenda in Public Sector Reform delivery models</td>
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Neighbourhood Teams
The 3 Neighbourhood Teams lead the development of the areas and commission against local priorities from Citywide Growth and Neighbourhoods services, the rest of the Council and partners. The Teams (North, Central, and South) have lead responsibility for the management and development of the neighbourhood and are responsible for ensuring that services delivered at a neighbourhood level maintain a strong place focus. The teams will develop, maintain, monitor and update a Place Plan collaboratively with citywide services (a Place Plan for each of the 3 Neighbourhood Teams).

The Neighbourhood Teams are the first point of contact for Members and are responsible for developing Ward Plans developed with Members and local stakeholders, eg Registered Providers, GMP, other Council services and residents. The Ward Plans will feed into each Place Plan. The Neighbourhood Teams and the Citywide Services will work together to plan and deliver services and achieve the right balance between local needs (as set out in Place and Ward Plans) and citywide priorities (as set out in Citywide Service Strategies).
People. Pride. Place.

Neighbourhood Officer Level 1 – Key Behaviours, Skills and Technical Requirements

**Generic Behaviours: General**

- **Teamwork** – Working together helps deliver the best outcomes.
- **Customer Service** – Putting customers at the heart of what we do.
- **Delivery** – Delivery of high quality services is at the heart of what we do.
- **Change** – Improving services and making the most of resources.
- **Pride in Manchester** – Demonstrating pride in our city.

**Generic Skills**

- **Communication Skills**: Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
- Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
- **Analytical Skills**: Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Planning and Organising**: Demonstrate the ability to organise multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making**: Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
- Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken
- **Administrative skills**: Ability to arrange and service complex meetings, preparing information, taking detailed notes and producing minutes from a wide range of meetings. Good literacy and numeracy skills to undertake calculations and produce letters and other documentation.
- **Financial Management**: Ability to work confidently with financial data and make decisions using appropriate financial information, interpreting trends and accounting for risk.
- Ability to monitor expenditure against budget, prepare forecasts, identify and understand variances.
- **People Management**: Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
Technical requirements (Role Specific)

- Contribution to and understanding of current approaches to community activation and engagement
- The role holder depending on the nature of the work may be required to work outside of normal office working hours.