

# Job Description and Specification

<b>Job Title:</b>	Head of Neighbourhood Services
<b>Reference:</b>	CE393
<b>Service:</b>	Environment and Neighbourhood Services
<b>Grade:</b>	SMG3
<b>Reports to:</b>	Director of Environment and Neighbourhood Services
<b>Location:</b>	Westfields, Sandbach

## Your job

You will lead, manage and commission a range of neighbourhood services, including Leisure services, Libraries, Anti-Social Behaviour and Neighbourhood Wardens, to ensure the Council fulfils its statutory duties, complies with relevant legislation and regulations, and fulfils its strategic objectives as outlined in the Corporate Plan.

You will lead the delivery of the Council's £25m leisure centre capital improvement programme.

You will also be responsible for designing and leading collaborative projects with internal and external partners, including identifying and securing different sources of funding, to deliver a wide range of betterment projects within the borough's neighbourhoods.

## In this job you will

1. Develop and deliver strategies and policies that enable a comprehensive, integrated approach to commissioning and delivering neighbourhood services that support the Council to achieve its strategic outcomes and meet its statutory obligations.
2. Develop and deliver a vision and strategy for Leisure and Library services to ensure they remain financially sustainable and fit for the future, taking into consideration evolving customer habits and preferences, new technology trends, and opportunities for sharing premises with community partners.
3. Provide effective contract management for commissioned leisure services, in line with the Council's rules and procedures, to ensure that expected standards and value for public money are maintained, and to work collaboratively with contracted service providers to identify and deliver opportunities to improve standards or value for money.
4. Develop strategies and policies for the Anti-Social Behaviour and Neighbourhood Wardens functions, ensuring compliance with relevant regulations and legislation, and devising strategies to optimise use of the limited resources to protect, educate and enforce as

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appropriate to deliver behaviour change in targeted neighbourhoods and achieve a cleaner, safer Cheshire East.

5. Develop business cases and lead projects to deliver major capital infrastructure improvements to leisure centres, libraries and other neighbourhood facilities.
6. Lead complex projects requiring collaboration across a range of Council services and external partners, such as Town and Parish Councils, Heritage Lottery Fund, Sport England, or the Football Foundation, to deliver improvements to local neighbourhood services. This could include addressing local neighbourhood issues, such as fly-tipping and littering in Crewe, or delivering transformational investment to local neighbourhood facilities, such as the restoration of West Park in Macclesfield.
7. Develop plans and submit applications to maximise external funding opportunities to enhance libraries, leisure services and other neighbourhood services.
8. Lead and coordinate a collaborative approach to optimise the benefit of section 106 financial contributions to mitigate the impact of new development across leisure, libraries, parks and green spaces, communities, countryside and ecology.
9. Undertake effective public consultation and engagement on proposals affecting local neighbourhoods or the wider borough, e.g. the redevelopment of a leisure centre, or proposed closure of alternative delivery model for a library or libraries; and liaising with Portfolio Holders and Senior Management to ensure key decisions are informed by consultation results and feedback.
10. Provide advice and assurance to Elected Members and senior management on policy, strategy, statutory and regulatory practices relating to neighbourhood services functions.
11. Represent the council in national and sub-regional partnerships and bodies – leading to joint commissioning or partnership working where appropriate.

Notwithstanding the detail in this job description, in accordance with the council's flexibility policy the job holder will undertake such work as may be determined by the Chief Executive from time to time, up to or at a level consistent with the principal responsibilities of the job and in any location within the area of Cheshire East Council.

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## In this job you will need

- Degree level qualification or equivalent
- Relevant postgraduate professional qualification, e.g. MBA or equivalent
- Evidence of personal commitment to continuous professional development and improvement
- Strategic understanding and expert knowledge of relevant legislation, national policy, best practice and emerging strategies in relation to neighbourhood services.
- Significant experience of senior management within a diverse organisation (preferably with experience within the public sector and local government) including advising elected Members on policy and strategy.
- Able to demonstrate experience of working effectively within a high-pressure environment, regularly liaising with Directors, Elected Members, Government Departments and Members of Parliament on performance, resources, policy and strategy.
- Proven track record in building strong relationships with elected Members and supporting them in their role as Community Leaders as well as evidence of effective and meaningful large-scale engagement and consultation with a wide range of stakeholders and community groups to shape and inform policy.
- Experience of leading complex projects and cross-cutting service developments across boundaries involving other public sector organizations, private sector partners, the voluntary sector and local community stakeholders.
- Able to demonstrate a track record of innovation, adding value to services including additional revenue streams and alternative methods of delivery to achieve more cost effective and valued services.
- Experience of managing and developing staff, including the establishment of a positive performance culture, which has delivered effective performance and continuous service improvement.
- Evidence of successful leadership and management of a significant service development.
- A record of success in creating equality in service.

## Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

## Our values

**Flexibility:** adaptable, open to learning and resilient

**Innovation:** creative, challenges convention and always looks to improve

**Responsibility:** delivers on promises, efficient and has integrity

**Service:** listens, delivers quality, is reliable and enables others

**Teamwork:** respectful, inclusive and contributes at all levels

### Our COMMITMENT

#### Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

#### Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

#### Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

#### Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

### Your COMMITMENT

#### Shared purpose

- Bring a positive and can do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

#### Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

#### Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

#### Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

# Working for a brighter future together

