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| Job Title: Head of Communities and Community Safety/Head of Early Intervention and Prevention Services | Role Profile Number: SBC_12344 |
| Grade: CFL 13 Salary: | Date Prepared: March 2025 |
| Directorate/Group: Stronger and Safer Communities | Reporting to: Director of Communities and Partnerships |
| Structure Chart attached: | No |

Job Purpose

Working at system level to advise and influence partners, commissioners and senior leaders to shape the strategic direction of the prevention and early intervention agenda. Leading a team of Service Leads in the design and delivery of borough-wide services aimed at building community capacity, improving health and wellbeing and tackling inequality; thereby reducing/delaying demand and cost to public service.

Strategic oversight of a number of integrated community-based services, which include multi-disciplinary and integrated neighbourhood teams, funded by a range of internal and external sources. Teams include but not restricted to:

- Community Safety and Community Safety Partnership
- Live Well Service
- Libraries and Information Service

This role will be integral to galvanising and leading a universal contact model and neighbourhood-based offer which supports people who have the greatest need; providing the right support, in the right place and at the right time.

This role will work directly with other Heads of Service, to ensure the strategy and delivery maximise opportunity for collaboration and learning and providing Swindon residents with a joined up prevention and early intervention service as well as a quality universal offer.

Key Accountabilities

- Set medium to long term priorities for the services; taking account of wider system pressures, statutory responsibilities and resourcing; horizon scanning and ensuring programmes are effective, sustainable and meet demand.
- Lead Service Managers to ensure service level business plans are aligned to corporate plans, translating missions and pledges into tangible action for Managers to take forward.
- Lead service development, design and delivery, ensuring programmes & resources tackle root causes of demand and health inequalities, focusing particularly in those parts of the Borough where demand on public services is highest.
- Lead and oversee the management of integrated community services as a key part of a future integrated model of prevention and engagement for residents; building agile and responsive services which has a core offer of improving outcomes for residents and families.
- Work with internal and external colleagues to explore and determine best use of local assets in line with the development and delivery of an integrated community hub model; putting prevention and early intervention at the heart of neighbourhoods.
- Influence at a senior level (CEO, Director and Head of Service) across the Swindon system; partnering with health, police, fire, voluntary, parishes, businesses, community and faith sectors for the betterment of residents.
- Offer expert advice on areas of prevention, health improvement, health promotion, volunteering, community development and engagement to internal and external stakeholders, Members and senior leaders.
- Be accountable for adherence to legislation, business continuity, risk management, safeguarding and quality assurance across the integrated community services business area as well as the broader corporate areas.
- Build and influence a network of community relationships to define insight & priority and build community capacity; acting as an expert in this space.
- Manage all service area budgets, maintaining financial balance at all times and reporting against all service level agreements.
- Develop and deliver Lets Talk Swindon resident and community engagement events; ensuring the resident voice is at the heart of decision making and local people feel informed and inspired to participate.
- Liaise with partners, including Parish and Town Councils to ensure effective communication, collaboration and joint working which ensures the best outcomes for local residents

Supplementary Accountabilities

- Deputise for the Director Communities and Partnerships
- Strategically plan, manage and monitor the use of all resources (financial, human and other) and make efficiency savings to ensure that the strategy for the directorate is achieved.

- Contribute at a senior level to system-wide meetings, task forces and development groups
- Initiate proof of concepts/pilots to build evidence and drive innovative activity
- Attend WMT to influence corporate decisions and CMT as requested to act as subject expert
- Horizon scanning; seeking external funding opportunities
- Mitigate costs to public service through innovative approaches and ensuring a balanced budget

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Significant and substantial experience of developing synergies and partnerships within the Council and with external partners
- Significant depth/breadth of management experience and knowledge; delivering outcomes at a senior level
- Excellent management skills to drive services and ensure the strategic direction of the Council is affected on a value-added basis
- Strong influencing, problem solving skills with a willingness to take managed risks to achieve successful outcomes
- Proven experience of working with Members, MPs, Parishes, communities and major stakeholders and an in-depth understanding of the political and complex environment the council works within
- High levels of competence in inspiring change through strong advocacy and compelling story telling
- Strong and effective negotiation skills to develop and maintain partnerships and collaborations at a senior leadership level
- Proven knowledge and experience of seeking external funding and creating new opportunities
- Proven experience of managing complex budgets and multi-faceted teams
- Proven success in the delivery of presentations on a national platform

Qualifications

- Qualifications in Communities, Public Health, Community Safety with extensive senior management experience
- ILM Leadership qualification (or similar) at least Level 5

Decision Making

- Strategic development of the service to align to corporate and system demands
- Accountability for partnership development and viability of projects
- Effective management of resources including financial and people and management of the departmental budget circa £4m
- Accountability for the shape and structure of the service delivery teams
- Effective delivery of annual saving targets; accountable for decisions about where to invest or reduce

Creativity and Innovation

- Writing compelling reports and bids to secure new or sustain existing funding
- Strong presentation skills, confident with a wide range of audience from communities to senior leaders
- Creation of a dynamic and agile workforce structure to meet demand and flex focus accordingly
- Excellent communication skills which speaks to all learning styles/preferences
- Design of new projects and programmes which are innovative and grab the attention of commissioners, stakeholders and participants
- Creation of a cross-organisational culture which puts the resident and community at the heart of decision making; promoting every contact counts and right thing, right time, right place
- Develop new methods of on-going and productive engagement with local people, community groups and other stakeholders.

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| <p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Leadership and line management of senior managers (4-8) • Leadership of Live Well department (50+) • Leadership of Library and Information department (50+) • Leadership of Community Safety Team (10+) <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Line management of team • Operational delivery of services • Promotion of services • Operational budget reviewing • Training and development of staff • Team business planning | <p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p> | <p>Yes</p> <p>4m</p> <p>Varied and complex budgets/commissions and service level agreements</p> <p>• Sanford House reception space</p> <p>5 core libraries</p> |
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Influence at a senior level across the Swindon system; partnering with health, police, fire, voluntary, community, Parishes
- Effectively lead managers across multiple services; managing, mentoring and ensuring a culture of continual professional development so they can effectively manage their own teams.
- Present, network and collaborate at local, regional and national level to showcase the work of Swindon, influence policy and development and create new partnerships to deliver effective public health and community-based interventions.
- Create platforms for strategic and locally led conversations which secure local engagement, identify early help required and create momentum on securing key strategic priorities of a fairer, better and greener Swindon.
- Act as a catalyst for local leadership; embodying the positive values and behaviours which influence new way of working and a new relationship between community and council.
- Influence statutory sector Senior Execs, Directors, Heads of Service and work alongside Members, MP, Parish Councillors, Clerks
- Build and maintain relationships with Chief Execs of Voluntary and Community Sector, Commissioners and Funders
- Liaise and work with National and Regional Government reps and departments
- Develop mutual respect and relationships with Community and Faith Leaders

Other Key Features of the role

Working in communities can be challenging in relation to safeguarding risk and harm, especially in Community Safety and working with vulnerable clients in Live Well. This role will have oversight of programmes where vulnerable individuals are seeking support (domestic abuse, harm outside the home, self-neglect, hoarding, suicide, addiction, long term health condition, end of life, homelessness).

Leading multiple teams who will be expected to be on the front line and dealing with challenging, complex and risky situations. Setting process to support Managers and Team to cope and deal in these situations.

Developing a new culture across services in order to deliver a community based, resident centred offer.

