



**LONDON BOROUGH OF MERTON**

**ENVIRONMENT AND REGENERATION DEPARTMENT**

**JOB DESCRIPTION**

**POST TITLE:** Community Safety Manager

**Grade:** MGA

**DIVISION/SECTION:** Public Protection – Safer Merton

**Location:** Civic Centre

**Responsible to:** Head of Community Safety & Public Space CCTV

**Responsible for:** Management responsibility for a team

**Post number:** TBC

**Date:** June 2020

**Main Purpose**

1. To lead on developing strategies and policies in conjunction with the councils Target Operating Model, service plan and budgetary needs.
2. To co-ordinate the delivery of the statutory Community Safety Partnership – Safer Merton. Leading on the production of relevant committee reports, member and partnership briefings for the strategic areas covered by this post.
3. To lead a team of specialist officers in the provision of investigations and case management of complex anti-social behaviour cases, crime analyst and strategic lead officers delivering on Domestic Violence and the broader strategic priorities of Safer Merton.
4. To be a professional expert in multi-agency working within the field of crime and community safety and lead on complex, high risk cases that impact on the community. This will include Domestic Violence Homicide Reviews (DHR's), crime and community safety matters that can escalate community tensions.

5. Provide strong leadership in the resolution or prevention of further escalation and management of risk.
6. To manage a budget in excess of £500,000 annually, ensuring all monitoring is adhered, best value approach is embedded, securing and managing grant funding.
7. To provide relevant expertise and professional knowledge input into the departmental and corporate initiatives and projects, developing opportunities for cross borough strategies and services.
8. To deputise for the Head of Community Safety when appropriate, contributing towards the management of Safer Merton as a whole and representing Merton at regional and national forums.
9. To lead on the production of performance and detailed analytical products including the statutory annual strategic crime needs assessment, crime related profiles and ensure there is a robust evidence base to support strategic and operational development and partnership tasking of resources.
10. Develop and maintain effective and trusted working relationships with strategic and operational colleagues within the Council and external partner organisations.
11. Ensure safeguarding issues are central to crime and community safety service delivery and are systemically built into case management processes.
12. Provide expert professional advice on crime and community safety reduction strategies and delivery.

### **Responsibilities**

1. To be responsible for the management, direction and support of Safe Merton staff to deliver a range of strategic and operational responses across the partnership.
2. To horizon scan the legislative framework for all crime and community safety matters and determine changes in the legislation which will impact on delivery and support the team and the partnership in implementing the change.
3. To lead, manage and co-ordinate the management of high risk or high impact community safety issues to minimise the risk to individual victims or the community as and when required.
4. To work closely across the council, criminal justice agencies and boroughs across the police borough command unit (BCU) to ensure the effective and efficient development of strategies and provision of community safety functions.
5. To ensure value for money in the use of resources and maximize external funding opportunities, joint commissioning opportunities (both capital and revenue) for Safer Merton Projects.

6. To be responsible for and manage the successful delivery of projects for which the team is responsible through the establishment and effective operation of appropriate project management, monitoring and reporting systems including evaluating and reporting on the progress and impact of all projects on a regular basis.
7. To project manage multi-disciplinary project teams including to undertake a range of complex and diverse tasks outside the normal sphere of management responsibility.
8. To develop, as appropriate, new projects that contribute to the achievement of the Council's objectives and to seek to secure funding to support their implementation.
9. To be responsible for the achievement and maintenance of high professional and technical standards within the team including ensuring an up to date knowledge of relevant legislation, regulations, guidance, standards and techniques to ensure that the team provides a high standard of professional advice in relation to community safety within the department and Council, and for elected Members.
10. To ensure that all statutory duties that fall within the remit of the team are managed and discharged in a timely and effective manner, specifically those set out in the Crime and Disorder Act.
11. To develop and maintain strong and effective working relationships at a senior level with key organisations at national, regional, sub-regional and local level as appropriate.
12. To seek and promote pro-active links with pan-London partnerships, MOPAC, Home Office, DCLG to secure funds for measures to promote and assist community safety projects. To maintain knowledge of funding regimes appropriate to the projects and programmes.
13. To contribute to the relevant policy and strategy documents e.g. the Target Operating Model and Risk Register.
14. To prepare and oversee the preparation of reports by other staff in the Safer Merton Team and to ensure the quality and timeliness of reports to Committees, Cabinet, Cabinet Members, Scrutiny Panels, Full Council and other consultative forums, and deputise in the absence of the Head of Community Safety on behalf of the Public Protection Department at these meetings.
15. To ensure excellent communication with local residents and business communities and ensure their participation in service delivery and programmes in line with Council policy. As part of this to take the lead in ensuring that public consultation is undertaken when required and that it meets the Council's policy and legislative requirements including:
  - approving the consultation documents
  - attending meetings with the public, residents associations and other groups

- organising and running public exhibitions
- analysis and evaluation of results
- recommended course of action

16. To contribute to the preparation of the section's annual business plan and within it to assign SMART performance targets for both the team and individuals.
17. To manage and motivate the staff within the team, ensuring the delivery of business/service plan objectives and priorities.
18. To ensure the effective monitoring of staff performance, including carrying out staff appraisals, one to one meetings, sickness and attendance monitoring in accordance with departmental and corporate procedures.
19. To contribute to the management of the team and to deputise for the Head of Community Safety or provide cover for other team members in their absence as required.
20. To lead or participate in divisional, departmental or corporate initiatives as required.
21. To ensure that correspondence, telephone and electronic communications are dealt with in accordance with the Council's response time standards and that the quality of letters is acceptable in terms of their technical content and customer care.
22. Prepare evidence and represent the Council as expert witness at court hearings, tribunals or public inquiries as required.
23. Manage tendering and contract procedures for the service area in accordance with the Council's Contract Standing Orders.
24. Oversee the preparation of contract documentation, the evaluation of bids and advise on and agree the appointment of contractors/consultants to undertake works, studies or projects.
25. Ensure satisfactory contract management arrangements are in place for those contractors/consultants undertaking works, designs and other assignments.
26. To take part in the appointment of staff to the service including short listing and interviewing and carrying out staff appraisals, career grade reviews, identifying staff training needs and monitoring the effectiveness of training provided.
27. Carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation.
28. To carry out any other duties appropriate as required by the Head of Community Safety and Assistant Director of Public Protection.

## ADDITIONAL REQUIREMENTS APPLICABLE TO THIS ROLE

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties. In addition they should be available to carry out such other duties, as may be required, which are consistent with the grade and scope of the post.

## OTHER REQUIREMENTS

### Health & Safety

To ensure that corporate and departmental health and safety policies and procedures are implemented at all times and to raise any concerns regarding their operation or any other health and safety matters with the appropriate line manager.

### Equal Opportunities

To be aware of the council's Equal Opportunities Policy: to understand it and to adhere to it.

### Customer Care

To assist in ensuring that the Council's aims and objectives relating to customer awareness are achieved.

### New Technology

To make use of information technology where necessary in the areas of responsibility and to develop IT use in consultation with the appropriate technical officers.

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**PERSON SPECIFICATION**

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**Knowledge/Qualifications/Experience**

1. Evidence of a clear understanding of Community Safety Partnerships.
2. Experience of working within a multi-agency setting within the field of community.
3. Sound knowledge of legislation relating to Crime and Community Safety, specifically:
  - Crime and disorder act
  - Police and criminal evidence act
  - Criminal powers and investigations act
  - Regulatory investigation powers act
  - Data protection act
  - Anti-social behaviour act
  - Sexual violence act
4. Experience of problem solving complex crime and community safety issues at both strategic and operational level.
5. Knowledge and experience of external funding regimes for community safety including the Mayor's office for policing and crime (MOPAC), the Home Office, DCLG
6. Experience of participation in corporate decision making.
7. A sound grasp of service/business planning and developing strategies.
8. Experience of managing, motivating and developing a diverse staff team and involving staff in the effective management of change.
9. Experience in managing changing priorities and demands in a political environment.

10. Political awareness and an ability to work in a co-operative and constructive manner with other managers and Council Members.
11. Experience of managing financial (including complex programme and project budgets) and human resources.
12. Highly developed analytical skills and proven experience of managing performance.
13. A demonstrated commitment to the principles of equality of opportunity and a comprehensive understanding of the ways in which those principles can be reflected in service delivery and the workforce.
14. Evidence of understanding and contributing to partnership working through Local Strategic Partnerships or other multi agency frameworks.
15. Extensive experience of managing staff, partnerships and contracts
16. Understand Council, partnership, regional and national context of crime and community safety reduction and the wider criminal justice agenda.
17. Knowledge and understanding of the Member/Officer relationship in the context of the role.

### **Skills and abilities**

18. Highly developed skills in relation to the planning, programming, monitoring and delivery of projects and programmes of work in accordance with required timescales.
19. An ability to quickly analyse and interpret complex written, numerical and financial information.
20. An ability to work collaboratively and build effective teams and relationships not dependent on hierarchy and line management.
21. A personal commitment to provide/enable delivery of high quality services to customers/clients.
22. The ability to build productive and effective partnerships with key stakeholders as well as leaders of other public, private, voluntary sector and community organisations.
23. Demonstrable well developed political awareness and negotiation skills.
24. Apply value for money principles to ensure the most cost effective outcomes are achieved within limited resources.

25. Excellent verbal, written and presentation skills with the ability to communicate clearly, effectively and be highly credible and influential with elected Members and other public and private partners and stakeholders.
26. Strong interpersonal skills to maintain effective relationships with colleagues at all levels.
27. Ability to lead, manage and implement change in line with Council policy and procedures.

**Other considerations**

28. The successful candidate will be expected to identify and undertake training and/or qualifications to improve knowledge and performance.

**Equal Opportunities**

29. Knowledge of and commitment to the Council's Equal Opportunities policy, and an ability to implement this within the department and to ensure that it is reflected in the delivery of services.