

Role Profile

Part A - Grade & Structure Information

Job Family Code	11BF	Role Title	Community Partnership Manager
Grade	PS11	Reports to (role title)	Head of Communities
		Directorate	Adults, Wellbeing and Health Partnerships
JE Band	439-518	Service	Communities
		Team	Community Partnership
		Date Role Profile was created	Apr-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To oversee and develop the work of the Community Partnership Team within the Communities Service. Working to the Head of Communities to develop the future strategies and drive the performance of the Community Partnership Team to deliver according to the developing agendas around LGR and Towns and Villages. To manage the Events Team to deliver the expertise for Community events to support these agendas. This role will ensure the Team around the Community (TAC) model is in place in every community, ensuring there are good partnership arrangements in place for TAC and that CPOs are well connected, sharing local knowledge and information and that insight is being shared and taken account of in service delivery and commissioning, escalating and unblocking issues to improve local working. This role will ensure performance monitoring is in place. The role will connect with more senior colleagues and partners to further develop joint ways of working, taking into account alignment to NHS Integrated Neighbourhood Teams as well as our preventative and community officers. Ensuring we have good knowledge and insight of all our towns and villages (people but also the assets and opportunities) and that these are utilised by wider colleagues in our organisation and with partners in working with communities. Ensuring needs and demand profiles, building on the Health and Wellbeing Board index of need, are being utilised, translating this information into service design, planning, resourcing and commissioning processes, thereby enabling more effective preventative initiatives that have the desired impact when implemented at local level. They will ensure strong links with our Comms and Engagement colleagues to aid specific deeper consultation and engagement work where we know there are gaps in our insights and work closely with our Public Health and prevention colleagues to join up action to reduce health inequalities in communities.
Work Context	<p>This is a Leadership role within the Communities Service. This role will lead a flexible team to be high performing and deliver our team around the community ambitions around towns and villages. This role will oversee the work of the CPOs and ensure good arrangements, insight and relationships are developing. Therefore the work of the postholder may flex accordingly to support staff working across Surrey. The role may be asked to undertake other wider project work on behalf of the service as per their skills.</p> <p>This role will work in a hybrid way, working wherever suits the work, whether in local hubs, offices or home. The postholder will be required to drive and to work flexibly across the County. The role will require evening or weekend working and there may be a requirement to cover in an emergency situation..</p>
Line management responsibility if applicable	This post will manage a small number of direct reports who in turn will manage larger teams of staff working in communities across Surrey. And will be required to ensure work is delivered collaboratively with our partners and communities and will develop the team to be high performing.
Budget responsibility if applicable	To manage the staffing and revenue budgets of the Community Partnership Team and to support the Head of Service to ensure that the service budget is directed and managed to the benefit of the whole service and is not overspent.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making. <p>Customer Service & Support</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Ensure professional and quality service standards are maintained and applied within their area of activity. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles. • Professional qualification or evidence of high. level understanding of relevant business disciplines. • Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles). • Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with established negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions. • Proven ability to manage a wide range of complex projects or programmes. • Significant work experience at management level in one or more relevant specialist areas. • Demonstrable experience in successful recruiting, managing, coaching and developing of staff.
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Highly developed networking, interpersonal, problem solving, engagement and facilitation skills. The post holder needs to be confident, creative and comfortable working in an agile way to support solutions to improve local partnership working. They must be an exceptional communicator and influencer, able to engage diverse audiences, and plan and do, bringing partners along with them. Good political awareness. A knowledge of strength based practise and experience of its practical application would be advantageous in the role. Knowledge and practical experience of co production techniques and design led thinking would be beneficial. Familiarity with MS Teams, SharePoint and Social Media software packages They also need to be comfortable with ambiguity, willing to lead from the front or from behind, influencing others, keeping community at the centre of all we do. Awareness of working in a political environment and experience of working alongside elected Councillors. Role holder will need to have willingness and ability to travel around the county to meet the demands of the role. The role may require evening or weekend work.</p>
<p>Role Summary</p>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
<p>Reference Number</p>	<p>Page 2 BM-2025-108</p>