

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>8BF</b>	<b>Role Title</b>	<b>Community Investment Officer</b>
<b>Grade</b>	PS8	<b>Reports to (role title)</b>	<b>Community Investment Manager</b>
		<b>Directorate/School</b>	<b>Customer and Communities</b>
<b>JE Band</b>	269-313	<b>Service/Department</b>	<b>Community Investment and Engagement</b>
		<b>Date Role Profile was created</b>	<b>Apr-24</b>

## 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.

<b>Role Purpose</b> including key outputs	<p>To support communities with their grant applicants for the Your Councillor Community Fund (YCCF) and Your Fund Surrey (YFS) - Small Community Projects funds and to ensure monies are paid out correctly, records kept and project benefits monitored. To liaise with elected Members on their spend for the YCCF and YFS - Small Community Projects fund and to also liaise with internal departments and external agencies to seek advice on applications and undertake due diligence.</p> <p>To help prepare key engagement materials and case studies to help widen our engagement with communities residents and ensure information on SCC website is kept up to date. To prepare regular reports and management information for elected Members and senior management on the progress of the fund. To support Community Investment and Engagement events and aid the promotion of YFS, CCCA and other community funds to communities at these events, sharing case studies that promote ideas to other communities.</p>
<b>Work Context</b>	This is an important role within the Community Investment team, supporting the funding team to empower communities to shape and improve their local areas. The role utilises various (digital) tools to engage residents, support them through the bidding process and to process grant payments. The role is primarily virtual and carried out wherever the work or collaboration requires, whether in communities, SCC buildings, home or elsewhere. This role will require travel around the County and evening or weekend working
<b>Line management responsibility</b> if applicable	Not applicable
<b>Budget responsibility</b> if applicable	Not exclusively applicable, although the roles will be checking requests for councillor funds spending for initiatives and projects with significant associated costs.

<p><b>Representative Accountabilities</b></p> <p>Typical accountabilities in roles at this level in this job family</p>	<p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p><b>People Management</b></p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of staff.</li> </ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
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<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 4, or able to evidence knowledge and understanding of appropriate business disciplines; willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Knowledge or experience of excel, powerpoint, social media, websites and customer service desirable as beneficial to role. Knowledge or experience of financial monitoring and payment systems desirable. Able to travel across the county, including evening and/or weekend working.</p>
<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, communications, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
<b>Reference Number</b>	BM-2024-099

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