**TITLE OF POST: COMMUNITY RELATIONSHIP MANAGER**

**GRADE: SCALE POE**

**RESPONSIBLE TO: HEAD OF PREVENTION AND EDUCATION**

**MAIN PURPOSE OF JOB:**

The **COMMUNITY RELATIONSHIP MANAGER** is responsible for implementing, providing senior support and management of the Service’s Prevention and Education business to support the vision and delivery of Creating the Safest Community.

Under the guidance of the Head of Prevention and Education, you will support our strategic goals by managing and delivering the Prevention and Education agenda, through achieving departmental objectives as well as managing efficiencies and quality service at all times.

1. **MANAGEMENT DUTIES (GENERAL POLICY)**
   1. To promote the Service Vision, ‘Creating the Safest Community’.
   2. To efficiently manage the delivery of departmental activities within the Service.
   3. Manage the implementation of the Authority’s strategic and Integrated Risk Management Plans within your department.
   4. To ensure that all policies and procedures within the function are adhered to in accordance with regulations, lean thinking and value for money.
   5. Deliver the development, management and evaluation of strategic organisational projects and activities relative to the work of the HR department by applying appropriate management strategies.
   6. Contribute to the development and implementation of relevant departmental policies and procedures in line with relevant national policy and ensure compliance in relation to all relevant regulations and legislation.
   7. Support the Head of Prevention and Education on the preparation, monitoring and review of revenue and capital budgets as appropriate.
   8. Continuously review working practices to identify and manage change programmes to promote continuous improvement.
   9. Manage appropriate and robust quality and assurance systems within the department.
   10. Manage and maintain positive and effective liaison links with appropriate organisations and partners as required.
   11. Support and prepare quality management reports for consideration by the Fire Authority, Senior Management Team and other groups.
   12. Contribute and deliver the implementation of sound business continuity plans which offer an appropriate level of resilience to the Service, where required.
   13. Manage the performance of our people through transparent, structured Personal Development Plans. Driving performance through objective setting, timely reviews and where required structured development plans.
   14. Ensure complete compliance with current Data Protection Legislation through the management of your department.
   15. Undertake any other duties as directed
2. **ROLE SPECIFIC DUTIES** 
   1. Develop and maintain positive relationships with black and minority ethnic communities and other underrepresented groups within the Tyne and Wear, raising the profile of the Authority to:

* Provide greater engagement with underrepresented groups, enabling key community safety activities to be undertaken.
* Promote the Authority as an employer of choice, engaging in positive action activities.
* Improve consultation and communication with underrepresented groups.
  1. Work with all Service areas within the Authority, and in partnership with other agencies, to ensure appropriate action is taken to support the implementation of diversity and equality and its legislation.
  2. Advise management on the implications of emerging government legislation, best practice initiatives, research and guidance in order to ensure that strategic decisions are well informed, advising senior managers on the development of strategies to ensure compliance.
  3. Support managers in the delivery of the outcomes from the National Fire and Rescue Service Diversity and Equality Strategy and requirements of the National Framework.
  4. Develop relationships with and introduce managers to key community representatives and organisations, supporting the development of networks between the Authority and the underrepresented communities of Tyne and Wear, in pursuance of the outcomes detailed in section 1.2.
  5. Develop and facilitate networking between community groups, sharing knowledge and expertise with external agencies working within the Tyne and Wear area and improve communication with and between organisations.
  6. Ensure appropriate and effective consultation is undertaken with black and minority ethnic communities and other underrepresented groups in Tyne and Wear.
  7. Represent the Authority at various forums as required.
  8. Manage and supervise the Community Advocate team, the Safetyworks Advisor and Community Engagement Coordinator in line with Service policies and procedures.
  9. Support the development and understanding of employees on a range of community engagement activities.
  10. Research the profile and characteristics of under-represented groups identified by The Home Office and identifying the unique challenges faced by the Authority.
  11. Support the development of local performance indicators in relation to community engagement activities to improve performance and provide information to senior management.
  12. Supply information, draft reports, compile presentations and conduct research on request. Ensure that written correspondence is appropriate, accurate and timely.
  13. Support in the development of the recruitment strategy on both a local and regional level.
  14. In liaison with internal and external stakeholders, support the development of positive action initiatives on behalf of the Authority to increase the representation of minority groups across all employment sections of the Authority.
  15. Support and assist in the delivery of a range of pre-recruitment activities either individually or in groups that address cultural, motivational and language barriers within the requirement of the local labour market, providing advice and guidance on behalf of the Authority.
  16. To attend internal and external training courses as necessary.

1. HEALTH AND SAFETY (GENERAL POLICY)
   1. By reference to current health and safety legislation and the Service's Health and Safety Policy to ensure that all employees within your department:-
   2. Take reasonable care for their own health and safety.
   3. Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them.
   4. Work with machinery, equipment and substances in accordance with information and training provided.
   5. Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare.
   6. Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay.
   7. Conduct line management responsibilities in relation to Section 2.1 of the Service’s Health, Safety and Welfare Manual.
2. **EQUALITY AND DIVERSITY (GENERAL POLICY)**
   1. To be responsible for managing equality and diversity policies through engagement and a positive attitude to secure continuous improvement in organisational culture.

* 1. To ensure your department have an understanding and commitment to diversity and equality in accordance with service policies and procedures and demonstrate positive promotion of equality and diversity principles through working to the Service’s core values.
  2. To champion the principles of equality and diversity and provide appropriate advice, guidance and support.
  3. To challenge inappropriate behaviour and non-compliance with equality and diversity policies, procedures and principles.

1. **SAFEGUARDING** 
   1. To ensure your department promote the application of the Authority’s Safeguarding Policies.
2. **ENVIRONMENT STRATEGY**
   1. To ensure your department demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.