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| **NCC – Community Protection Service** | |
| **Post title** | GRT and Community Cohesion Officer |
| **JE Reference No** | N10291 |
| **Grade** | 9 |
| **Service** | Neighbourhoods & Climate Change |
| **Service Area** | Community Protection Services |
| **Reporting to** | GRT and Community Cohesion Manager |
| **Location** | Your normal place of work will be Annand House, but you may be required to work at any Council workplace within County Durham |
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| **DBS** | This post is subject to an enhanced DBS disclosure |
| **Flexitime** | This post is eligible for flexitime |
| **Politically restricted** | No restrictions |
| **ORGANISATIONAL RELATIONSHIPS** | The postholder will be primarily assigned to the Public Protection Service group and will report to the Safer Communities Manager.  Work alongside other Council services and the Safer Community partner organisations including Public Health, Housing services, Durham Constabulary; CDDFRS. |

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| **Description of role** |

To support the GRT and Community Cohesion Co-ordinator in the delivery of services to promote community cohesion, and deliver improved outcomes for local communities.

Deliver services within County Durham to support Gypsy, Roma and Traveller and communities.

To connect new and existing communities and work in partnership with others to generate greater community cohesion that will build safer and stronger local networks and transcend any cultural barriers.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:-

1. Working with partners, build safer and stronger communities, increase social interaction, activity and inclusion, and enhance community cohesion.
2. Work with local communities (including businesses) to promote better integration and community cohesion.
3. Work with GRT communities across County Durham to facilitate access to appropriate services and participation as part of the wider communities in County Durham, in a way that meets cultural needs and aspirations.
4. Responsible for building and supporting positive relationships between the settled and GRT communities, promoting awareness and understanding of race & ethnicity and differing cultures and lifestyles.
5. Provide advice, signposting, assistance and support to GRT communities to enable access to a range of services provided by the Council and its partners.
6. Manage, monitor and evaluate Unauthorised Encampments.
7. Respond to the requirements of each Unauthorised Encampment in a timely manner, e.g arranging appropriate services and completion of welfare assessments.
8. Undertake regular visits, including associated risk assessments as part of the management of Unauthorised Encampments and Temporary Stop Over Areas (TSOAs) to promote Covid -19 compliance and ensure adherence to local and national Covid -19 restrictions.
9. Support in the development of appropriate systems for the management of Unauthorised Encampments and Temporary Stop Over Areas.
10. Liaise with appropriate partners and key stakeholders to ensure appropriate management of Unauthorised Encampments and Temporary Stop Over Areas.
11. Undertake tasks relating to enforcement action for Unauthorised Encampments, were necessary, including the administration of Encampment Review Group (ERG) meetings and the collation / submission of information to support this process.
12. Develop, review and deliver complex multi-agency action plans to address the needs of GRT and wider communities, as required when events and fairs are taking place.
13. Produce and analyse reports from the service ICT systems, and other sources including CRM, APP, FIRsT etc.
14. Deliver results which are measurable against the Performance Indicator Framework for the service area, with particular reference to Unauthorised Encampments and Temporary Stop Over Areas.
15. Provide advice, guidance and support to the GRT Operational and other sub-groups of the GRT Executive Group/Strategic Groups.
16. Take a balanced approach to engagement, support, compliance and enforcement in relation to Unauthorised Encampments.
17. To undertake enforcement action as required to achieve compliance with legislation associated with Unauthorised Encampments and TSOAs.
18. Represent the council at Gypsy and Traveller Liaison forums, deal with enquires, attend multi-agency meetings, with residents/community representatives and work with other local authorities.
19. Support the GRT and Community Cohesion Manager through positive relationships with the media, including through working with communities to develop positive stories of successes and achievements.
20. Implement processes and relationships to ensure robust community tension monitoring processes are embedded, and feed into relevant information systems.
21. To promote, amongst staff, partners and the wider community, a greater understanding of Gypsy, Roma and Traveller communities.
22. Work within the wider framework of the Safer Communities service, including input and attendance at meetings as required.
23. Develop effective working relationships with colleagues in the council and other relevant organisations in the statutory, and voluntary & community sectors.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Safer Communities Manager.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*.

Person Specification

DURHAM COUNTY COUNCIL – Post of GRT and Community Cohesion Officer

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * 2 A levels, NVQ 3 or Equivalent | * Relevant post graduate qualifications * Evidence of Continuing Professional Development | Application form  Selection process  Pre-employment checks |
| Experience | * Relevant Experience of working with GRT community. * Local Government and associated policy and procedures. * A proven track record of delivering outcomes through multi-disciplinary/agency teams and across professional boundaries. * Experience of dealing with the public in various situations, including conflict. * Experience in enforcement and legal proceedings including court experience * Experience in the presentation of talks, demonstrations etc. * Experience of using IT systems |  | Application form  Selection process  Pre-employment checks |
| Skills/knowledge | * Knowledge of GRT and BAME issues and cultures. * Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary. * Ability to lead and motivate professional, technical and administrative staff in meeting service objectives * Ability to organise and prioritise own and team workloads * Ability to accurately research in detail scientific, technical and legal issues for own use and for the benefit of team members * Ability to interpret and understand technical data and reports and prepare reports intended for a range of audiences * Evidence of good negotiating and influencing skills * Able to communicate clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleagues * Capable of adapting and responding to changing technologies and corporate and service delivery requirements. |  | Application form  Selection process  Pre-employment checks |
| Personal Qualities | * Ability to form effective working partnerships with colleagues and professionals from other organisations and sectors * Able to work as a team member * Capable of working effectively under own initiative within delegated responsibility. * Commitment to diversity, equity and inclusion. * Understanding of Performance Management frameworks. Best value and CPA framework * Self motivated, proactive and enthusiastic. * Customer focus and positive outlook, communicating with tact and diplomacy * Outlook and ability to work to tight deadlines * Good attendance record in current/previous employment. |  | Application form  Selection process  Pre-employment checks |
| Special Requirements | * Access to a car or means of mobility support (if the post holder is driving then they must hold a current valid driving licence and have appropriate motor insurance cover) * Will be required to work outside of normal hours |  | Application form  Selection process  Pre-employment checks |