



Job Description

Job Title	Neighbourhood Manager
Directorate	Neighbourhoods and Housing
Service Area	Neighbourhoods Service
Grade	10
Competency Level	2
Salary	£51,576 to £56,951
Job Type	Hybrid
Location	4th Floor Cunard Building & other locations across Liverpool as required
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	

Job Purpose

Liverpool City Council is introducing a new neighbourhoods model, which will see teams come together to work collaboratively with partners and residents in thirteen neighbourhood areas. The Neighbourhood Manager will be responsible for leading a cross-functional team for one of these neighbourhood areas (30-50,000 population). They will lead a wide-ranging programme to improve the way the Council and its partners coordinate, design and deliver services, so that local outcomes and resident satisfaction are enhanced. The post-holder will be responsible for providing expert leadership and facilitation of a range of stakeholders in order to proactively address local needs and opportunities. They will ensure there are clear priorities for the neighbourhood informed by local data, community intelligence and insight. As a



direct result of their work, local residents and groups will feel listened to, able to get involved and can see improvements happening in their local area.

Directly Responsible For:

- Cross-functional teams made up of representatives from a range of partners and internal Liverpool City Council teams. This will be through matrix working rather than direct line management.

Directly Responsible To:

- Neighbourhoods Director

Main Areas of Responsibility:

The Neighbourhood Manager will:

- Represent Liverpool City Council in the designated neighbourhood area developing local connections, building trust and confidence with local members, residents, businesses, and other stakeholders.
- Connect Liverpool City Council service teams, external partners (e.g. health, police, housing providers) and local stakeholders at a neighbourhood level and work together with them to plan and shape priorities and plans.
- Gather data and community insight to identify causes of complex issues at a neighbourhood level, and to shape projects and initiatives which will address these.
- Ensure city-wide strategies and plans (e.g. Regeneration, Libraries, Leisure) reflect the unique needs and priorities of the neighbourhood areas.
- Play a key role in the continued development and delivery of Liverpool's Neighbourhoods Model programme and service model.
- Bring together and coordinate multi-disciplinary "virtual teams" (made up of people from different teams and organisations) to tackle place-based issues



and priorities, ensuring that employees and resources are deployed effectively and that the team is focused on the achievement of agreed priorities.

- Be a point of escalation for members and senior stakeholders in relation to complex, multi-team or partner issues (not day to day service delivery for individual departments)
- Manage, motivate, and develop team members, including members of “virtual teams” through effective setting and monitoring of key performance targets, and leading on development of training and skills.
- Develop the capacity of a wide range of internal and external stakeholders to support neighbourhood-based working by designing and implementing learning and development programmes.
- Lead and support activities that involve the local community in co-designing solutions to local challenges/areas of opportunity.
- Work closely with other service managers to ensure efficient processes and systems are in place to effectively deploy staff resources to meet service delivery needs across the local areas and the city as a whole.
- Ensure that appropriate systems are in place and are used effectively to record, retain, and enable the sharing of data and that all activities are auditable.
- Be accountable for managing and monitoring budgets in accordance with policies, service priorities and financial targets and forecasting resource requirements as appropriate.
- Be proactive in identifying and supporting the implementation of change, modernisation, and improvement in support of organisational strategies.
- Demonstrate personal commitment to continuous self-development and service improvement.
- Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.



Supervision and Management Responsibility:

- Ensures activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development.
- Manages performance and behavioural issues effectively.

Budget and Financial Responsibility:

- Accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.
- Monitors financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate.
- Explores different options for funding and income generation.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- The role will include travelling to a range of partner and community sites across the city.
- The role may involve unsociable hours upon occasion, for example to support community engagement or partnership activities.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Deliver and promote excellent customer service, externally and internally.



- Commit to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement.
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **3**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: A = Application, I = Interview, P = Presentation, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Educated to degree level or equivalent management experience (A)

Desirable

- Management qualification
- Project management qualification
- Relevant qualification in a relevant local authority or partner agency subject matter area for example social care, policing, environmental services

Experience

Essential

- Experience of successfully developing, managing and motivating staff at a range of levels (A/I)
- Experience of leading strategic planning for the work of a service, function or team (A/I)
- Experience of successfully managing multiple competing priorities in a complex organisation / environment (A/I)
- Experience of designing and successfully implementing projects to improve the way services are delivered (A/I)
- Experience of working in partnership across a range of stakeholders/ functions to deliver improved outcomes (A/I)
- Experience of setting clear targets and monitoring progress to ensure continuous improvement in service delivery (A/I)



- Experience of identifying and implementing efficiency/ financial savings opportunities (A/I)
- Experience of translating vision into strategy and strategy into action (A/I)
- Experience of effectively tackling immediate problems of a highly complex nature with associated risk factors and deliver pragmatic solutions, sometimes under extreme pressure (A/I)
- Experience of managing budgets including forecasting and monitoring expenditure against budget, investigating variances and taking timely action to address significant deviations (A/I)

Desirable

- Experience of leading cross-functional teams including partner organisations such as health, police and successfully managing multiple competing priorities in a complex organisation / environment
- Experience of developing neighbourhood priorities and plans in order to tackle local issues and improve outcomes.
- Experience of co-designing services and solutions with local residents and other stakeholders
- Experience of communicating effectively with local politicians to support development and implementation of action plans.

Skills/Abilities

Essential

- Ability to exert positive influence over the performance of others in order to motivate teams to achieve high standards and support the delivery of high-quality services to the community (A/I)
- Excellent strategic planning skills, setting clearly defined objectives, plans activities and projects well in advance and taking account of changing circumstances (A/I)



- Identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines. (A/I)
- Ability to find creative solutions to complex problems, and whilst considering policy and procedure is also confident in adopting (and justifying) novel or nonstandard approaches. (A/I)
- Excellent planning skills and ability to link strategy to policy which meets both internal and external requirements. (A/I)
- Ability to translate vision into strategy and strategy into action. A focus on long- term as well as short-term objectives, ensuring alignment between tactics (who and how) with strategy (what and when). (A/I)
- Strong financial management skills including the ability to plan forecast and monitor expenditure against budget, investigate variances and take timely action to address significant deviations. (A/I)
- Ability to work confidently with financial data when making decisions: interpret trends, issues, and risks in routine financial appraisals. (A/I)
- Strong communication skills: Speaks fluently and writes articulately, expresses opinions, information, and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility. (I)
- A skilled communicator in terms of the political/ officer interface who exhibits integrity and creates rapport, trust, and confidence. (I)
- Analytical skills including the ability to apply logical thinking to gather and analyse information, design and testing solutions to problems, and formulate plans. (A/I)
- Policy Skills: Ability to monitor of policy performance, ensuring ongoing political buy-in and support and actively resolving delivery problems. (A/I)



Desirable

- Subject matter expertise in a relevant area such as environmental services, licensing/ regulatory services, sports and leisure, libraries, policing, housing/ homelessness, health, social care

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A commitment to promoting equality and diversity

Other

Essential

- Contribution to and understanding of current approaches to community activation and engagement (A/I)

Desirable

- Passion for Liverpool City, local knowledge and relationships