

Director – Community Safety and Cohesion

About Redbridge

Redbridge is amongst the fastest growing places in the country and we are full of ambition for our people and communities. We are proud of the rich diversity across the borough. As home to more than 350 local voluntary and community organisations and thousands of businesses we want to build on our successes and strong partnerships and work smarter and faster to deliver growth and investment and improve the lives of all our residents. We have excellent schools, good affordable housing (compared to other parts of London) high quality open spaces and rapid transport connections into the heart of the city - all of which offer great opportunities for people of all ages to enjoy.

Our population increase - both because of people living longer and because our young families are growing - is driving more demand for adults and children's services and affordable housing. This means we need to deliver proactive customer-centric services and ensure we have strong employment opportunities and economic growth potential as well as good housing provision, designed for current and future need. We want everyone to feel safe and proud to belong to our Borough and believe this is a fantastic time to be at the centre of a big team effort that will deliver our vision with, and for, the people of Redbridge.

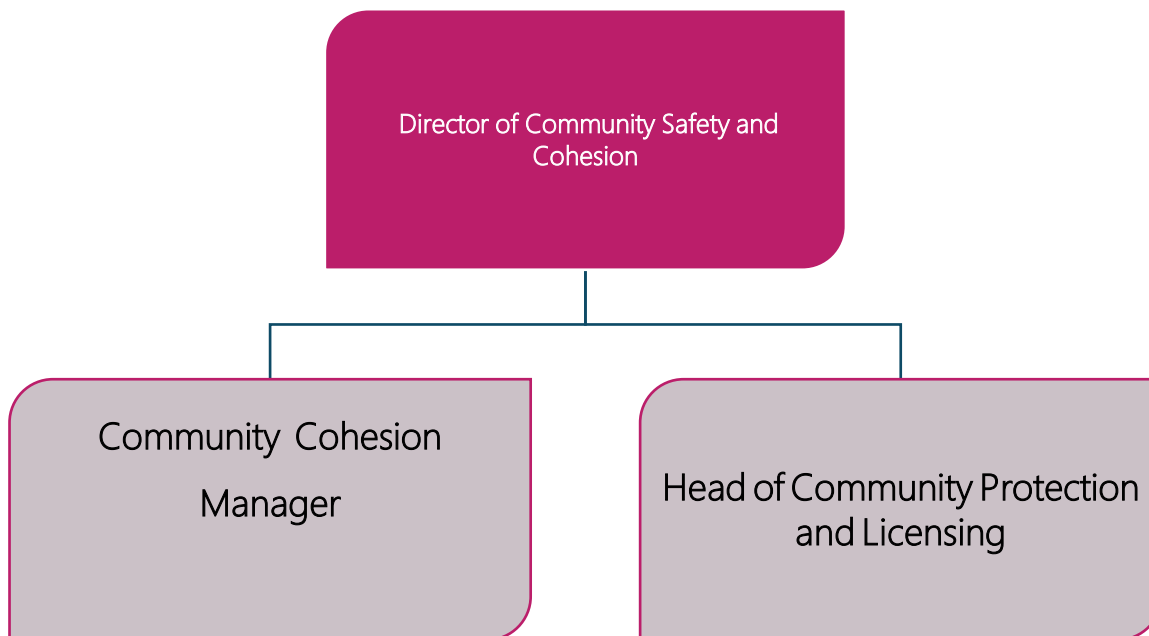
All of this means we need to work as a united, positive team, with determination and pace, to make sure our vision and plans are achieved. We have a strategic delivery plan already in place and this is underpinned by our values of **Collaboration, Honesty, Excellence and Fairness**. All the foundations are in place to build and deliver a range of solutions and outcomes that will continue to make sure Redbridge is a fantastic place to live work and play for people of all ages.

Role Purpose

The Director of Community Cohesion and Safety is an important leadership role providing a balance of strategic and operational oversight for a variety of services that all residents rely on to feel safe at home and going about their daily business in the Borough. The role holds responsibility for overseeing operational management for Community Safety and Resilience, Cohesion, Licensing and Enforcement. Reporting to the Executive Director for Place, the post holder will play a key role in shaping and driving an important and sensitive range of services and activities which residents regard as critical in affecting their overall wellbeing and feeling of security.

The Place directorate leads on delivery of a number of services that all residents need and use, and which are critical to ensure the borough continues to grow and develop in way that recognises and celebrates the diversity of the population. As part of this clean and safe and attractive neighbourhoods with vibrant centres and welcoming services and facilities sit at the heart of our inclusive strategy. This post will lead on making sure people feel safe, include and welcome wherever they go

The senior structure of the Directorate is as follows:



Key Accountabilities

The postholder provides strategic leadership across the Council and for the Place Directorate in particular covering a complementary portfolio of services :

- Community Safety and Resilience
- Community Cohesion
- Licensing and Enforcement
- Crime reduction, Anti-Social Behaviour
- Community Development
- Trading Standard
- Consumer Protection

Directorate

1. To lead the delivery of strategies and plans that promote social cohesion and inclusion maximising opportunities to reduce crime and antisocial behaviour, so everyone feels safe and welcome wherever they are. Ensure that Redbridge's innovative work on community safety and cohesion is maintained and built on so that residents feel safe, and businesses think Redbridge is a great place to build their businesses.
2. Build a culture of culture of collaboration and partnership both internally and externally. Lead engagement with police and other partners involved in keeping people safe and confident at home and across the borough
3. Provide s leadership for the delivery of licensing and enforcement activities including trading standards and consumer protection all of which have a direct and immediate impact on the health and wellbeing of Redbridge's residents.
4. Lead the use of strength-based approaches to help communities understand and use the assets at their disposal and behave as tolerant and welcoming communities.

5. Support the development and delivery of the Council's Corporate Strategy and supporting plans, providing high level professional advice to colleagues working alongside them to shape the development and delivery of initiatives intended to improve inclusiveness and understanding of diversity.
6. Work alongside colleagues to ensure all services have community and stakeholder engagement at the centre of change effort to maximise opportunities for co-production and maintain a cross-Directorate focus on delivery for local people.
7. Build inclusive and cohesive communities and fostering a greater sense of belonging for residents as well as creating safe homes, services and neighbourhoods across the borough.

Corporate Leadership

8. Work positively with Leadership colleagues to lead a high performance, efficient, collaborative and customer focussed culture across the whole organisation with an aspiration to position Redbridge as a leading Local Authority in London and the country.
9. Support and advise elected members in the formulation, development and review of corporate strategies to meet the Council's objectives while meeting statutory requirements.
10. Sponsor and lead transformation and change programmes, acting corporately and collaboratively to remove any barriers and ensure that impact is maximised, delivering both improved outcomes and efficiency in a timely way.

Operational Leadership, Development & Improvement

11. Advise and support the political leadership (including relevant lead members) by providing clear options, implications and recommendations in respect of decision making relevant to the services provided in the Place Directorate.
12. Support colleagues in the delivery of high performing services, focussed on achieving the Council's specified outcomes.
13. Be responsible, and accountable, for implementing the Council's corporate performance framework – including service planning, performance monitoring, project management, budget management, risk assessment and management, learning from feedback, performance appraisal, workforce planning and equalities initiatives.
14. Model an inclusive, supportive and effective leadership culture across the Council to support a high calibre, motivated, empowered and creative workforce and ensure that the Leadership Team learns from those who deliver services and know what does, and does not, work for our residents and communities.
15. Ensure a culture of continuous learning and act as a role model to support the values of the Council – Collaboration, Honesty, Excellence & Fairness.

Communication Partnership Working & Representation

16. To build strong partnerships across the public, private and voluntary sectors, supporting such partnerships as a system leader across Redbridge. Represent the Council positively and professionally at all times.
17. Take personal responsibility for facilitating public and community involvement and co-production in service development. Be accessible and visible to residents, businesses and communities, actively listening to issues and concerns and taking responsibility for promoting fairness, equality and community cohesion. Champion the highest standards of customer service.
18. Ensure that services covered by the Directorate meet existing and emerging customer needs/expectations and reflect a positive customer journey experience while identifying opportunities for efficiencies through channel shift and embed learning from implementation and feedback.
19. Liaise with national and regional partners to help shape and influence national and regional policy in the best long-term interests of the residents, businesses and communities of Redbridge.
20. Represent the Council with the media and appropriate networks to advocate the Council's perspective and ensure a positive image that enhances the reputation of the Council.

Leading Performance

21. Work collaboratively and constructively with members of the Leadership Team on all matters acting as a visibly collegiate and supportive team player.
22. Take responsibility and accountability for the whole organisation's performance, including complying with the corporate performance and assurance framework in the delivery of place-based services. Support and challenge colleagues to address areas of underperformance working constructively to ensure Redbridge is a top quartile performer against relevant benchmarks.

Resource Management

23. Work with colleagues to develop the Council's medium term financial strategy so it reflects the priorities of the Council and is refreshed regularly according to progress and achievement of objectives ensuring that the Council sets a legal and balanced budget every year based on evidence of need and achievement of objectives set for the directorate.
24. Lead and oversee financial and budgetary controls within the Directorate, ensuring that all budgets are appropriately managed to ensure no overspends, that savings targets are fully delivered and proper risk management and mitigation arrangements are in place at all times.
25. Where appropriate, ensure contractual relationships led and managed by the Directorate perform to their maximum potential and represent the best value for money.
26. Lead, inspire and motivate staff to perform to their highest potential. Take personal responsibility for role modelling appropriate behaviours and creating a safe and open environment in which colleagues can flourish and perform to their best ability. Challenge and address both poor performance and inappropriate behaviour. Champion personal development, ensuring that there is a strong development and learning culture, putting in place clear talent management and succession planning strategies across the organisation.

General duties

Support colleagues in relation to emergency planning and resilience arrangements, providing support of all measures to manage an emergency affecting the Council during the response and recovery phases.

Demonstrate and reinforce the Council's commitment to safeguarding and corporate parenting promoting the welfare of children and adults at risk and children looked after.

Participate fully in the arrangements supporting Elections and referenda as and when required.

All duties and responsibilities should be carried out in accordance with the Council's constitution, code of conduct, governance arrangements, policies and procedures.

Person specification

		Desirable / Essential
Statutory or Mandatory qualifications:	N/A	
Educational Ability	Professional qualification relevant to the services and functions covered by the post (e.g. Community Cohesion, Community Development)	D
Key Subject or Content Areas	High level leadership skills and a successful track record of leading organisational change.	E
	A successful track record at a senior level gained within services covered by the post in a large scale and complex organisation.	E
Strategic Direction	Understanding of policy and legislation that directly impacts on the leadership and delivery of community cohesion and safety initiatives.	E
	Demonstrable track record of successfully formulating, developing and delivering corporate strategies to transform services and deliver objectives in a large, complex and multi-disciplinary organisation.	E
	Significant experience of successfully leading and managing a diverse portfolio of customer facing services, in a local authority or multi-functional organisation of comparable size, scope and complexity.	E
Political Awareness	Politically astute with demonstrable experience of having worked at a senior level in either a political environment or a comparable governance regime.	E
Driving Change and Improvement	A change leader and manager, comfortable with operating in an uncertain environment where the end state is not always known.	E
	Demonstrable success in the initiation and management of effective and complex changes to services. This will include experience of leading major change programmes and projects within a complex environment.	E
Performance Improvement	A successful track record of establishing a strong performance culture including effective performance measures, the evaluation of service quality and improving service delivery in a way which meets the needs and expectations of customers.	E
	Experience of developing and implementing, commissioning and performance frameworks in a multi-disciplinary and partnership environment.	E
Leading Partners	Experience of working in partnership with and managing internal and external stakeholders, including local community groups, not-for-profit, public and private sector organisations, in complex and changing environments.	E
Leadership and Development	A visible, inspirational, supportive and approachable leader – with a demonstrable ability to lead and motivate staff to perform to their maximum potential in pursuit of clear organisational priorities.	E

	Commitment to continuous personal development, including evidence of up-to-date programmes undertaken.	E
Communication Skills	<p>Highly credible with local residents, businesses and communities. Skilled and confident at using co-production techniques to develop initiatives listening to and building successful dialogue with a diverse range of residents, businesses and communities.</p> <p>High-level presentational skills and interpersonal skills with the ability to communicate effectively with a range of audiences.</p> <p>Well-honed networking skills.</p> <p>Ability to present highly complex information in a clear and concise manner.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p>
Relational and Partnership Influence	<p>Strong partnerships skills, with a successful track record of collaborative working and using strength based conversations in pursuit of clear corporate priorities.</p> <p>High quality negotiation skills, with a strong track record of negotiating favourable contractual positions and interests..</p> <p>Experience of working in partnership with and managing internal and external stakeholders, including local community groups, not-for-profit, public and private sector organisations in complex and changing environments.</p>	<p>E</p> <p>D</p> <p>E</p>
Strategic Analysis and Judgement	<p>Strong analytical and problem-solving skills – including the ability to be able to draw clear recommendations from complex information.</p> <p>Anticipates stakeholder needs before they are articulated, identifies potential alternative courses of action and makes use of information to map out implications to aid decision making.</p>	<p>E</p> <p>D</p>

Other Considerations

Working pattern and travel	<p>The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.</p> <p><i>*The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post</i></p>
Safeguarding disclosure	The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and this post will ensure services are designed and delivered with due consideration of their needs.
Special factors or constraints	<p>This post falls within the “politically restricted” category under the Local Government and Housing Act 1989 this post is politically restricted. The detail of the restrictions are as outlined in the Statement of Main Terms and Conditions of Employment.</p> <p>Maintenance of the highest standard of conduct and public confidence in their integrity.</p>