LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Safer Communities Transformation Support Officer	**Grade:** SC6	
Reports to (Designation):	Head of Safer Communities	**Grade:** SMG3	
Service:	Community Services	**Section:** Safer Communities	

_____

Main Purpose of the job:

To provide a professional and proactive business administrative service and project support to the Safer Communities service.

_____

Summary of Responsibilities and Personal Duties

To be responsible for the collating, monitoring and reporting on Safer Communities Services data (which consists of VAWG, violence reduction, Prevent, ASB/statutory noise nuisance, licensing/trading standards, CCTV and community engagement).

To identify and develop systems for recording information.

To coordinate and respond to corporate complaints and Freedom of Information requests.

To support with any other project support functions for the Safer Communities Service including providing admin support secretariat support for meetings, seminars and events.

ICT and Data Management

To contribute to data collation and analysis, research and information gathering, ICT and database support for the Safer Communities Service.

Be responsible for coordinating and maintaining data and systems management on behalf of Safer Communities Service, including databases such as Assure, SharePoint, and Business Objects.

Act as MEMEX database administrator and be a point of contact for incoming intelligence. Responsible for data quality checking all reports and entries on the database and ensuring that data is managed in accordance with agreed procedures and guidelines.

To contribute to maintenance of Assure and M3 databases, and act as a point of contact for resolving any related issues.

To run reports from databases as required, showing trends/patterns.

Project management

Track and monitor outcomes of the project delivered against profiled targets.

Raise Purchase Orders (PO's) for the Safer Communities Service in accordance with the Council's financial procedures and regulations.

Research and collate information for complaints and Freedom of Information (FOI) requests liaising with staff and managers to ensure that deadlines are met.

Coordinate performance data returns for Safer Communities Service and complete performance reports.

Work closely with others to clarify changing customer / organisational requirements.

To support with coordination of meetings and internal events, including coordination of meeting invites and accurate minute taking.

To support with any other administrative and project support functions for the Safer Communities Service as and when required, such as duty officer responsibilities, checking inboxes and recording complaints.

General

Undertake general service management tasks for the Safer Communities Service, including supporting Business Continuity and Health & Safety processes, completing Display Screen Equipment (DSE) or other risk assessments.

Carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the identified Appraisal process and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

To contribute to carrying out the Council's Environmental Policy within the day to day activities of the post

To undertake other duties, commensurate with the grade, as may reasonably be required.

Internal Contacts: These include operational managers and officers across the Safer Communities Service and wider organisation (in particular from the Community Services Directorates), Health and Safety Leads for the Council, Finance Services, Information Management and Technology Division, Transformation and Development team.

External Contacts: This will include eternal suppliers and professionals, Metropolitan Police, other local authorities and a statutory bodies.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

IMPORTANT NOTE:
In order to build safer communities all strands within the Safer Communities Service, which includes Licensing, Anti-Social Behaviour, Trading Standards, Statutory Nuisance, VAWG, Violence Reduction, Community Engagement, Prevent, CCTV, Transformation will be expected to support Service Delivery outside of their usual strand specialism. This could include 'Action Day's and Projects to address a specific concern that includes a number of the aforementioned strands. The requirement will be at the discretion of the senior management Safer Communities Service and will be based on Service/Council need.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

PERSON SPECIFICATION

JOB TITLE: Safer Communities Transformation Support Officer   **POST NO:** 53187

DEPARTMENT: Community Services   **GRADE:** SC6

<u>Note to Candidates</u>
The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

- Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **(S)**
- Understanding of how equality and diversity relates to this post

Knowledge

- Strong financial and performance management knowledge
- Strong knowledge of ICT and databases, including M3, Assure, MEMEX, Excel **(S)**

Aptitude

- Ability to work with minimum supervision, able to manage own time, to respond to changing priorities and workload and achieve targets **(S)**
- Can use own initiative to identify gaps and improvements and address these accordingly
- Able to present information and reports clearly, using statistical data/charts and to analyse and identify trends/patterns.

Skills
(Skills can only be used as shortlisting criteria if the skill is to be tested)

- Highly confident user of core business ICT systems (including but not limited to ICS/ IAS, Oracle, Assure, MEMEX and Microsoft packages)
- Excellent communication skills – oral, written and presentational
- Effective project management skills
- Highly numerate with a strong attention to detail, with the ability to collect, collate and analyse and interpret a range of complex and sensitive data **(S)**
- Able to be assertive when appropriate
- Good planning and organisational skills, with proven ability to prioritise workloads and achieve deadlines.

Experience

- Demonstrable experience of working collaboratively with managers, colleagues and external organisations to identify and solve problems or operational issues
- Experience of working with a variety of IT systems, running reports and presenting information for a variety of purposes/audiences **(S)**
- Managing a varied workload to meet agreed deadlines

General Education

- High levels of literacy and numeracy
- ICT qualification (desirable)

Personal Qualities

- Highly motivated to support the development of the service, providing responsive high quality work whilst meeting deadlines **(S)**
- Able to work on own initiative with little direction
- Resilience and drive to meet the evolving demands and conflicting pressures of the post

Circumstances
- Able to work outside normal office hours and to work beyond minimum hours as and when required to achieve deadlines

DBS Disclosure Required?   **No** ☐   **Basic** ☒   **Enhanced** ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical
Generally candidates must meet the standard Lewisham requirements for the post