



**WOKINGHAM  
BOROUGH COUNCIL**

## Job Description

Job Reference:

Job Title:	Communities Covid Response Lead		
Service:	Communities, Insight & Change	Team:	Neighbourhoods and Communities
Location:	Shute End / SMART Working		
Reports To:	Assistant Director, Neighbourhood and Communities		
Grade:	Type of position:	Hours per Week:	
10	Full Time	37	

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

### Service Purpose

To drive, lead and manage major and complex operations within Covid community response, ensuring involvement and engagement with key stakeholders.

Working collaboratively with the senior leadership team of the Council and stakeholders to deliver the objectives of Community Response and the [Contain Framework](#) ensuring benefits are realised and delivered within the timescales agreed.

### General Description of the Job

To lead the Neighbourhood and Communities services response to Covid-19 recovery and the Governments Contain framework, working with the Assistant Director and key stakeholders to ensure compliance.

To lead and support the operational and functional management of Covid Community Response, including the distribution of resources to meet the customer and organisational needs.

This role will develop and change over time to meet the requirements of Wokingham Borough Council, its residents and stakeholders.

## Organisation Chart



## Main Accountabilities of the Post

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### Service Delivery Accountabilities

- Provide technical assurance and develop internal standards, policies, and procedures in relation to Covid response.
- To develop performance frameworks in conjunction with Public Health England and other stakeholders
- To work collaboratively across the organisation and to the leadership of the Assistant Director in undertaking any of the following: intelligence gathering, commissioning, procurement, budget, quality assurance and performance management.
- To apply knowledge to support and lead projects relating to the service Covid response and contributing to the wider organisational strategy in line with legislation and Covid guidance. This includes contributing to the local outbreak management plans.
- To work within the statutory, Council and Government guidelines and ensuring full compliance in the delivery of the service. This to include any enforcement strategies.
- To develop service area work plans including communications and engagement strategies, to ensure effective implementation whilst working collaboratively with operational managers and other key stakeholders.
- To be a key partner in the following Covid related projects – community testing (lateral flow and surge testing), contact tracing (including enhanced), self-isolation support, shielding support, voluntary sector coordination, towns and parish Covid liaison and community event management.
- To provide performance and quality control for all issues or cases dealt with and for the overall performance of the area.
- To be the lead operational manager for those areas directly reporting into the position.
- Complete /review/analyse and report from spreadsheets for Covid Gold and data reports externally.

	<ul style="list-style-type: none"> <li>Monitoring legislation, training, changes and updating of guidance</li> <li>Ensure workstream scripts/guidance notes are updated in a timely manner.</li> <li>Maintain confidentiality in line with agreed policy and relevant data protection legislation</li> </ul> <p><u>Leadership Accountabilities</u></p> <ul style="list-style-type: none"> <li>To provide functional leadership and operational leadership of direct reports, ensuring the provision of professional services that meet customer needs, undertaking or contributing to performance reviews and development of the team.</li> <li>To manage and coordinate the following areas – Covid Marshalls, risky venue alerts, Community Champions.</li> <li>Contributing to strategy, performance and quality control, and service and financial planning in relation to specialism.</li> <li>Ensuring the service area works collaboratively and proactively with all areas of the organisation to ensure the effective operation of the Council.</li> </ul>
<b>Additional Corporate Responsibilities</b>	
1	<b>High Support, High Challenge:</b> To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council’s ongoing success
2	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	<b>Safeguarding responsibilities:</b> At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
5	<b>Special Factors:</b> To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager
<b>Scope</b>	
Staff	Number of employees within overall span of control: 3
Financial	Budget directly controlled (excluding salary costs): 0
Resources:	Facilities, equipment or systems within overall span of control:
DBS Check Required:	No

## Values Profile

### One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

### Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focused on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

### Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

### **Customer Service Excellence**

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

### **Leadership & Management**

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organization
- Promotes & builds the Council's reputation as a first class employer & service provider
- Proactively seeks feedback on own performance and how impacts on others

### **Finance & Value for Money**

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

### **Political Engagement**

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes themselves available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

### **Personal & Professional Development**

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

<b>Person Specification</b>		
Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Evidence of continuous personal and professional development.	Y	
Management qualification or working towards.		Y
<b>Technical Skills</b>	<b>Essential</b>	<b>Desirable</b>
Project management skills including the ability to manage multiple tasks and priorities outcome in an environment requiring tight deadlines.	Y	
Excellent written and verbal communication skills	Y	
Able to develop, lead and deliver effective strategies / projects	Y	
Presentation skills, able to engage an audience	Y	
Effective strategy and report writing skills, with ability to make recommendations for decision making.	Y	
Ability to actively listen to extract and assess the important information, ask pertinent questions to seek clarification.	Y	
Well-developed negotiating and influencing skills and robustly promote / defend a policy recommendation and the Council's position.	Y	
Ability to operate in large and complex organisations.		Y
<b>Knowledge &amp; Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of successfully resolving complex cases that require an element of judgement.	Y	
Experience of effective partnership working with communities and other stakeholder management to obtain desired outcomes for customers.	Y	
Excellent working knowledge of the political landscape, legislative frameworks and regional and national drivers surrounding the area.	Y	
Experience of identifying, developing, and delivering opportunities for improving the service.	Y	
Experience of leading projects to successful outcomes.	Y	
Experience of developing and delivering policies and strategies.	Y	

Experience of successfully managing, resolving and delivering highly complex projects relating to the specialist area that requires a significant element of judgment.	Y	
Experience of working in a matrix management environment, where cross-team and cross-organisation working is essential.	Y	
Experience of effectively leading a group of professional staff.	Y	
Experience of championing own ideas and obtaining commitment to allow them to be delivered		Y