

## JOB DESCRIPTION

<b>Job Title</b>	Senior LCN Link Officer		
<b>Directorate</b>	Partnerships, Localities and Culture		
<b>Reporting to</b>	Localities Development Manager		
<b>Grade</b>			
<b>Evaluation ref:</b>	RP175	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>The Senior LCN Link Officer will support a team of Link officers to lead the local implementation of Somerset Council's approach to community development, locality and partnership working across a designated geographic area. They will provide supervision, mentoring and support to a team of LCN Link Officers acting as point of escalation for Link officers and LCN partners where appropriate.</p> <p>The postholder will also manage 1 to 2 Local Community Network areas directly and or support the delivery of activity across LCNs. Develop collaborative approaches to improving outcomes for residents and establishing strong connections between the Council's varied services and its diverse communities, partners, Voluntary, Community Faith and Social Enterprise (VCFSE), Town, City and Parish and business sectors.</p>			
<b>Accountabilities</b>			
<ul style="list-style-type: none"> <li>• Leading the establishment, development, and management of Local Community Networks in a specific geographic area</li> <li>• Support Somerset Council Members in their community leadership role, within the specific LCN areas.</li> <li>• Engage, convene, and work with a range of stakeholders to identify local priorities and develop a coordinated approach to addressing these, including the creation of prioritised action plans and delivery of local projects.</li> <li>• Establish, co-ordinate and where appropriate lead thematic working groups within the LCN area, and across Somerset, aligned to agreed priorities.</li> <li>• Work with colleagues across the Council to progress action plans to address need identified in the local priorities, working with partners, and reporting back to LCNs and Executive members and council colleagues.</li> <li>• Work with colleagues across the Council, to ensure efficient practical running of LCN meetings, including technology, the collation and publication of agendas, meeting notes / minutes, reports and LCN comms plans.</li> <li>• Coordinate and develop networks of colleagues across the council to negotiate solutions to operational issues raised via LCNs and progress the priorities of the LCN plans.</li> <li>• Act as the 'eyes and ears' of the organisation on the ground and reacting expediently to deal with local issues to enhance the local reputation of the Council.</li> <li>• Work with services and managers at an appropriate level to ensure services are delivered effectively and efficiently at a local level.</li> </ul>			

## JOB DESCRIPTION

- In times of crisis to lead and / or support response and/or mobilise local resources to aid and support response and recovery work.
- Acting as an ambassador for Somerset Council with local stakeholders within a geographical area, engaging, developing, and maintaining stakeholder relationships, including local members, residents, Town, and Parish Councils and VCFSE organisations. You will facilitate residents, partners, and local members to come together to find solutions to local issues, to 'have their say' and influence public service design and delivery. Supports Somerset Council services in their community engagement and locality working activities by working across the council to develop, broaden and embed shared understanding of different communities, their priorities and local area working.
- Build the knowledge, skills and understanding of all partners to affect positive change, supporting the team to problem solve and manage tricky conversations.
- Contribute to and where appropriate lead the planning and delivery of projects and specialist initiatives.
- Pro-actively identify and support the delivery of cross-cutting initiatives and projects to benefit geographical communities, facilitates working (sub) groups to support the action plan and address priorities.
- Problem solving is a key requirement of this role, with the postholder taking responsibility for finding solutions to many of the issues raised within LCNs, using initiative and knowledge to engage with the appropriate services or partners. They will use their judgement to know when to escalate more complex or strategic matters, whilst retaining responsibility for tracking their resolution.
- Act as a point of escalation using detailed political knowledge and awareness and experience of partnership working to support team members to overcome local and topic related barriers to action planning, participation and engagement within LCNs.
- LCN Link Officers will work closely with managers and other members of their team to ensure a coordinated and strategic approach to the management of LCNs across Somerset. LCN Link Officers will have responsibility for identifying and addressing barriers to participation and the achievement of agreed objectives, working with all partners including residents to agree outcomes, harness community assets and inspire creative solutions at a local level.
- The post holder will need to manage competing priorities and effectively facilitate multiple stakeholders with sometimes conflicting agendas. They will need to navigate organisational and political complexities whilst remaining focussed on delivering agreed objectives and supporting members of their team.
- Seek ways to source or generate external funding into the county / LCN area to support delivery of priorities. Many funding streams will already be in existence, it will be about ensuring they can be accessed for the projects which may require this type of support in each area. Working within agreed budgets you will support the delivery of projects in your area.
- Using an agreed framework, work with the LCNs to create, deliver and measure the impact of plans which address local priorities, align with, and inform the Council and other partner objectives.
- Produce reports which demonstrate the activity and achievements of LCNs and enable feedback from users, communities, and partners, providing a link between LCNs and the Council and supporting a two-way dialogue.

## JOB DESCRIPTION

- Support the development of contracts, commissions or service level agreements relating to LCN projects and priorities, on behalf of the Council (in line with corporate policies and contract procedure rules) and partner organisations.
- Work closely with the wider Partnerships and Localities teams and other colleagues across all departments/services to ensure a coordinated approach to development of local priorities, commitments, and areas of focus. Champion the role and purpose of LCNs with colleagues and communities internally and externally.
- Work with colleagues to develop and implement effective and co-ordinated communications plans to support LCNs and encourage wide engagement.
- Work with City, Town, and Parish councils to encourage and support effective participation in LCNs and enable groups of parishes across LCN areas with common goals to work together.
- Deputise for the Localities Development Manager as appropriate.
- Negotiate and manage budgets to appropriately plan for the service and identify further funding resources.

### Supervisory and lead responsibilities

- Ensure, through direct or delegated supervision and appraisal processes, that professional practice is maintained and developed.
- Work with the Localities Development Manager and Head of Strategic Partnerships to build and maintain effective information and administrative systems that support and monitor the work of LCNs.
- Alongside the Localities Develop Manager build a high performing team, deploy staff according to service requirements taking account of skills, experience and development opportunities.
- Provide mentoring and support for members of their team where appropriate.
- Facilitate effective communication with Senior Managers and key stakeholders.
- Ensure effective reporting to the Localities Manager and key stakeholders to demonstrate service performance and improvement.
- 

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
Understanding of community development principles and practices.	x	
Understanding of how Council and partners work at both strategic and operational level and the changing face of the public and VCFSE sector landscape.	x	
Knowledge of the Town and Parish Councils and of voluntary and community sector and the business sector, how they work and the challenges they face.	x	

## JOB DESCRIPTION

Financial awareness and ability to manage budgets at a service and project level.	x	
Knowledge of project management methodologies		x
Political awareness and understanding of the Council's decision-making processes.		x
In depth knowledge of local government and local democracy with a working knowledge of public sector functional structures, services, and statutory responsibilities.		x
<b>Experience</b>		
Significant community development experience gained through working directly with a range of stakeholders including residents, Voluntary, Community, Faith and Social Enterprises, businesses Convening and facilitating meetings in a way which is participative and consensus building.	x	
Experience of delivering or contributing to cross agency projects.	x	
Experience of resolving conflict priorities and goals from experience of managing conflicting stakeholder expectations.	x	
Working in partnerships, with both internal and external stakeholders, building strong and lasting relationships		x
Experience of resident engagement and translating needs into deliverable options.		x
Experience of developing action plans based on a participative approach to identifying priorities, using data, perception and lived experience to agree priorities.		x
Supervisory or/and managerial experience		x
<b>Qualifications / Registrations / Certifications</b>		
Educated to degree level in a relevant discipline or with relevant professional qualification.	x	
Evidence of continuing professional development in a related field	x	
<b>Skills</b>		
Ability to engage with and influence a wide range of colleagues, partners, and stakeholders in order to achieve the objectives of the role.	x	
Ability to analyse /interpret and present complex data.	x	

## JOB DESCRIPTION

Expert communication/presentation skills to include presentations at a senior level and in public on contentious issues.	x	
Ability to identify local assets and work within an asset-based community development approach.	x	
Ability to use existing knowledge and contacts to identify key partners and stakeholders relevant to any topic and ensure their participation where appropriate and the capability to build new relationships.	x	
Ability to share knowledge and provide continuity across LCN areas, working with colleagues across the Council and other statutory, VCFSE and local services.	x	
A skilled communicator who can provide support for Somerset Council members to take a leading role in the development of LCNs in their area.	x	
Team worker who will work closely with the wider Localities team and other colleagues across all departments/services to ensure a coordinated approach to development of local priorities and commitments and areas of focus.	x	
High levels of resilience, tenacity, tact and diplomacy.	x	
<b>Working Conditions</b>		
<b>Dimensions of the role</b>		
Ability to travel to meetings and work out of normal office hours. To manage and service 2 LCN areas out of 18 across Somerset. Operational management of all aspects of the running of LCNs and delivery of objectives under their management.		
<b>Working Arrangements</b>		
Somerset Council's dynamic Working Strategy will be applied to this position. The role will require attendance at meetings outside of normal office hours and the ability to travel across the County.		
<b>Corporate Accountabilities</b>		
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		

Date: 3/10/2024