

Job profile

Service and job specific context statement

Directorate:	Customer and Communities services (Ryedale District Council)
Service:	Safer, Stronger Communities Service (Ryedale District Council)
Post title:	Graduate Trainee – Customer and Communities
Secondment:	Postholder recruited by North Yorkshire County Council, seconded to Ryedale District Council, under a secondment agreement for the period on the graduate scheme.
Grade:	E, F and G
Responsible to:	Service Manager
Staff managed:	None
Date of issue:	September 2020
Job family:	P&T - Professional & Technical

Job context

The Councils Customer and Communities Service is responsible for delivery of Customer excellence. The service covers, Community Safety and Enforcement, Community Engagement, Customer Service, and Revenue and Benefits. The team takes a holistic view of working with internal and external partners to achieve the best outcomes for Ryedale citizens.

Community Team is committed to providing a high standard of customer and community excellence. Responsibilities include providing a single point of contact for citizens, elected members, Town and Parish Councils, partners and voluntary organisations for each community area. Building on excellent working relationships with internal and external teams to develop a local place based solution that respond to community issues.

In order to illustrate the scope of the duties and responsibilities for this role these may be broadly categorised under the following headings:

- **Operational administration**
- **Monitoring and maintaining case records**
- **Provide monthly report on community safety and enforcement**
- **Assisting with the Health and safety assessments**
- **Updating procedures and working procedures are in place**
- **Working with the project officer on new schemes to ensure operational procedures are in place**
- **With colleagues provide support and advice to address antisocial behaviour complaints**
- **Community safety**
- **Assisting with antisocial behaviour case management**
- **Early and effective intervention and prevention project work**
- **Community capacity building**
- **Administration of Community grants**
- **Administration and installation of Ryecare- lifeline**
- **Other frontline services, housing, environmental health, planning.**

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Benefits of working and learning in the service:

- Experience or working in a busy rural District Council
- Opportunity for graduates to gain knowledge in Community safety and Customer Service
- Learn from highly experienced community officers and other specialist
- Opportunity to take responsibility for own caseload
- Developing confidence in own judgement
- Experience of working in partnership
- Experience or working with an intelligence led approach

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows:-

- Corporate Induction
- Aspiring Managers Programme
- Middle Managers Programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

Job specifics

- **Working effectively as part of a multidisciplinary team comprising a number of disciplines including: community link officers, community civil enforcement officers, community (Safety and ASB) Link officer, Community engagement and Data Project assistant, and intelligence & GIS mapping officer. The officer will work within a community safety Hub.**
- **Help support members of the community team with antisocial behaviour case, civil enforcement, installation of life line. The graduate officer will help assist community link officers in the initial investigation of any community issues/complaints and try to help contribute to resolve any issues at the first point of contact. They will escalate any complex case to specific service areas and work collaboratively for the best outcomes.**
- **Help implement the delivery of our prevention and intervention plans on key initiatives.**
- **Help undertake initial antisocial behaviour complaints by helping resolve case by the most satisfactory course of action through advice, discussion, negotiation, mediation, enforcement and/or prosecution having due regard to legislative requirements, case law and in accordance with departmental practice and procedures and the Council's scheme of delegation.**
- **Preparing or contributing to written reports and presentations and attending community and public meetings.**
- **Supporting the participation of individuals, families and communities in the co-production of strategies, locality plans and projects and support and review plans**
- **Following the complaints procedure to ensure that complaints about services managed at locality level are dealt with and responded to proactively.**
- **Supporting community capacity building in the area; maximising the use of the total resource available within the Council and with partner agencies to meet locally identified needs, working to ensure communities are empower, and Ryedale is safe place to live, work and visit. Attending and participating in multiagency problems solving partnership meetings**
- **Review existing procedures and the involvement in the development of new approaches, within own work area, to fit evolving needs.**

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Requirements of the Role

- Ability to resolve community safety issues quickly and effectively
- Establishing good relationships with colleagues and agencies internally & externally
- Ability to work effectively on my own, planning and prioritising your work
- Attention to detail, an ability review and amend documents, letters etc
- Good oral and written communication skills
- Good organisation and a planned approach to work tasks
- A positive problem solving attitude and enjoy working with people
- Able to start and finish work, ensuring that other stakeholders are involved and consulted
- Ability to build and maintain positive relationships with a range of internal and external partners.
- Ability to write clear, concise letters and reports
- Ability to plan and organise own workload and meet deadlines
- Good IT skills
- Ability to develop collaborative working relationships that promote joint working, best practice and consistency of service delivery.
- An understanding of the requirements of providing a supported to vulnerable citizens
- Ability to understanding how to effectively manage and respond to complaints.
- The ability to work both as part of a team and independently

Graduates who join the programme are expected to:

- achieve the objectives set for them;
- ask for help/clarity where needed;
- develop their knowledge through self-directed study – further research, reading and questions;
- fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- work toward becoming professional member/associate where appropriate;
- make the most of the opportunities available within NYCC; and
- demonstrate expected behaviours of:
 1. focussing on customers and communities;
 2. taking responsibility;
 3. working together;
 4. acting with integrity
 5. building a culture of continuous improvement and innovation; and
 6. leading by example.

Career progression

- The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the postholder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.

Pay progression will be based on performance review at 6 months and then 12 months as follows:

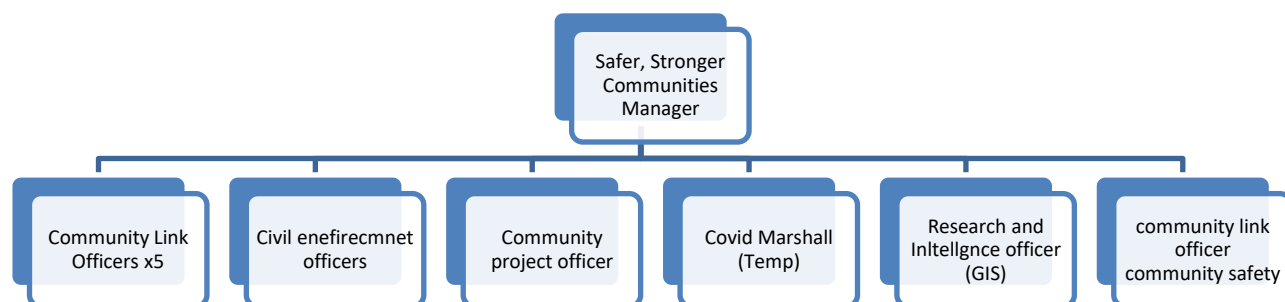
- Months 1-6 spinal point 6, Grade E
- Months 7-12 spinal point 8, Grade F

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➤ Months 13-24 spinal point 13, Grade G

Structure

[Insert your own organisation structure]



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Job Description

Job purpose	Typical graduate placements are required to deliver a range of projects within an area of specialism within the Council to effectively meet the organisation's needs.
Operational management	<ul style="list-style-type: none"> • Deliver a quality service to internal and/or external customers as required; • Provide a complete 'end to end' service delivery, establishing ownership and closure as needed. • Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area. • Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.
Communications	<ul style="list-style-type: none"> • Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation. • Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.
Partnership / corporate working	<ul style="list-style-type: none"> • Working with staff from across the different services of the Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives. • Ensure links between the project and stakeholders are developed and maintained to provide an efficient service. • Develop an understanding of the wider role of the Council
Resource management	<ul style="list-style-type: none"> • Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
Systems and information	<ul style="list-style-type: none"> • Utilise management information to facilitate achievement of objectives. • Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. • Adopt new ways of working when new systems are introduced,
Policy and projects	<ul style="list-style-type: none"> • Contribute to policy development, consultation and implementation process. • Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues.

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Person Specification	
Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> Good understanding of how policies/procedures can be applied in practice to result in required outcomes. 	<ul style="list-style-type: none"> Good knowledge of relevant legislation Knowledge of change management processes
Experience <ul style="list-style-type: none"> Experience of project work Experience of managing a busy workload within set deadlines 	<ul style="list-style-type: none"> Experience of working in a corporate and political context
Occupational Skills <ul style="list-style-type: none"> IT skills and ability to interpret and analysis data Communication, presentation and interpersonal skills Problem solving skills and the ability to find innovative solutions Influencing and negotiating skills Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately A coaching based approach to support managers and develop Delivering briefings and training to managers/other staff Flexibility and ability to work with ambiguity 	<ul style="list-style-type: none"> Policy formulation skills Coaching/mentoring Policy implementation skills
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role <ul style="list-style-type: none"> Education to first degree level Good standard of literacy and numeracy to level 2 or equivalent 	<ul style="list-style-type: none">
Other Requirements <ul style="list-style-type: none"> Team worker/collaborative working Self-motivated and commitment to equal opportunities 	<ul style="list-style-type: none"> Some roles will require the ability to travel across the County.
Behaviours	Link