Grading
Job Description and Employee Specification

Job title: Neighbourhood Lead – Scunthorpe South	**Service area**: Communities
Post number:	**Division:** Neighbourhood
Grade:12	**Section/team:** Neighbourhood

Overall purpose of job:

To provide end-to-end operational delivery for a defined neighbourhood, driving integrated delivery across the council, partners and communities to improve outcomes, reduce demand, and strengthen local resilience.

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

Main responsibilities:

1. Act as the single operational integrator/convenor for the neighbourhood, bringing together council services, partners, communities and local assets to deliver a coordinated neighbourhood response that improves outcomes for residents.
2. Lead place-based coordination, ensuring residents experience seamless access to early help and prevention as one-council across the following areas:

- Operational leisure
- Physical activity/wellbeing
- Libraries
- Information, advice and guidance
- Youth services
- Community enablement
- Customer contact including universal support on behalf of all council functions

3. Lead day-to-day delivery of the neighbourhood operating model, coordinating council teams, partners and voluntary/community groups to provide a single, joined-up local offer.
4. Work collaboratively with specialist council services to ensure neighbourhood priorities influence service delivery and specialist expertise is effectively deployed within neighbourhoods.
5. Lead a preventative approach that reduces demand through early intervention, community capacity building and targeted neighbourhood action.

6. Drive targeted early-help interventions using data, insight and the Vulnerability Index to reduce escalation and high-cost demand.
7. Act as the primary operational point of accountability for the neighbourhood, ensuring service quality, health and safety compliance, productivity and continuous improvement.
8. Build strong community relationships, facilitating participation, volunteering, local problem-solving and co-production of neighbourhood priorities.
9. Formulate, implement and deliver strategies by developing relevant service plans to ensure the consistent, high quality and effective delivery of the neighbourhood operating model.
10. Lead the systematic gathering and use of resident insight, customer feedback and community intelligence to shape neighbourhood priorities, influence service delivery and drive continuous improvement.
11. Promote community wealth building through local partnerships, volunteering, social value, skills and business engagement.
12. Develop community capacity by supporting local organisations, volunteers, community leaders and residents to identify local solutions, build resilience and increase self-sufficiency.
13. Collaborate with Leisure, Culture and Commercial colleagues to activate local spaces, increase participation, grow membership and maximise asset value.
14. Lead and coordinate Neighbourhood Boards, ensuring robust governance, risk management and performance reporting.
15. Lead a multi-skilled workforce across the neighbourhood, including staff recruitment, deployment, management and wellbeing of to deliver high quality standards, ensuring flexibility and alignment to demand.
16. Manage local incident response, safeguarding escalations, anti-social behaviour issues and operational challenges, liaising with police and partners, undertaking necessary investigation and implementation of remedial measures.
17. Monitor neighbourhood performance, preparing reports, dashboards and narrative insights for senior leaders and elected members.
18. Champion the One Council culture, modelling collaboration, values, accountability, innovation and a commercial mindset.
19. Actively contributes to the monitoring and management of assigned budgets, ensuring efficiency, value for money, and financial balance.
20. Advise, support and where necessary, deputise for the Head of Service.
21. Undertakes workplace investigations to internal conduct matters, as directed, or to external complaints.

Knowledge, skills and experience:

Qualifications

- Degree-level qualification or equivalent demonstrable experience in a relevant field (public policy, community development, social sciences, leadership/management, regeneration, health, or similar).
- Demonstrates continual professional development within their relevant field.
- Management qualification or relevant professional experience

Knowledge, Skills and Experience

- Expert understanding of place-based delivery and the integration of prevention, early help and community resilience into operational practice.
- Demonstrable experience of leading multi-disciplinary teams across dispersed sites, with accountability for service quality, performance management, and risk.
- Proven track record of managing complex cases, operational incidents and safeguarding concerns, applying strong professional judgement and working confidently within statutory frameworks.
- High-level skills in analysing and interpreting data, intelligence and performance insight, and converting these into targeted interventions and resource deployment decisions.
- Strong political awareness and partnership capability, with experience influencing senior leaders, elected members, health partners, police and community stakeholders.
- Evidence of designing and delivering change, improving productivity, modernising services or embedding new operating models.
- Strong commercial awareness, including value-for-money thinking, asset activation, demand management and community engagement to maximise utilisation of local offers (incl. leisure and culture).
- Excellent communication, influencing, negotiation and conflict-resolution skills, with the authority to de-escalate contentious situations and build trust across diverse communities.
- High capability in organising competing priorities, operating under pressure, and leading through ambiguity with resilience and a solutions-focused mindset.
- Experience in commercial operations, activating leisure/culture/community assets.
- IT literate, with the ability to use and interrogate a variety of systems.
- Resilient and tenacious.
- Positive role model.
- Flexible approach to working arrangements.
- Ability to transport self around North Lincolnshire in a timely manner.

Creativity and innovation:

The role requires continuous innovation to redesign local delivery, solve complex neighborhood issues, and operationalise prevention at scale. This will be achieved by continually assessing all current working practices, identifying areas for improvement, and managing their implementation, ensuring consistency across the neighborhood.

Develop creative solutions to deliver the ambitions of the Council's plan.

Advises the Head of Service on required changes to strategy or service plans. These may also result from legislative or statutory changes.

Constantly review resources to optimise value for money and identify opportunities for more effective working.

Set targets and monitor progress of the workforce, to ensure service delivery is achieved.

Innovative problem solving and dealing with and consulting with, members of the public, partners and Council Members on the more complex service delivery issues and customer relations.

Creativity is exercised daily balancing system constraints with new ways of activating assets, engaging residents, and shifting demand patterns.

Autonomy is high within the neighbourhood footprint, with escalation routes for statutory or high-risk issues.

Contacts and relationships:

The postholder will regularly deal with a range of complex and contentious matters, which will have significant implications on the service, the council and the people of North Lincolnshire.

Frequent engagement with residents, community groups, elected members, local businesses, police, health partners, schools, and internal services. Contacts can be contentious, particularly around safeguarding, anti-social behaviour, service complaints, or community tensions. The role requires tact, authority, and sound professional judgement, and holds responsibility for promoting safeguarding and referring risks appropriately. Some examples of this could include:

- Head of Service/Assistant Director - to discuss issues. These issues can be of a complicated, complex, and sometimes sensitive nature regarding the management of assets, personnel, and third parties – weekly.
- Service management team – regarding staffing, service delivery and policy issues, complaints and elected member queries, contractor disputes and procurement issues – daily/weekly.
- Senior Managers - influence and liaise as required to ensure that the implementation of asset management plans, and statutory compliance with regulations are carried out consistently and effectively – as and when required.
- Members of the public - in relation to the work of service, dealing with queries and complaints on service delivery issues - frequently.
- Community leaders and local businesses - in relation to the work of service, dealing with queries and complaints on service delivery issues - frequently.
- Other council service areas/operational staff – to discuss operational matters/to work collaboratively and maintain a one council approach – as required.
- Professional networks/government departments/regulators/other councils – to discuss policy issues and/or operational practices - weekly/monthly.

Decision making:

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Makes operational decisions affecting daily service delivery, resource deployment, and local prioritisation.

Exercises discretion in responding to incidents, community issues and safeguarding concerns, within policy and escalation frameworks.

Provides professional recommendations to senior leaders and partners on complex cases or system barriers.

Decisions influence resident outcomes, service performance and local reputation.

- Management of all resources (staff, budgets etc.) and appropriate decision making.
- Makes decisions regarding policies and priorities for the service.
- Establishes and monitors financial expenditure profiles for budget heads. Monitor profiled against actual expenditures and adjusts as necessary on a monthly basis.
- Manage the operational decision-making processes required by the service.
- Makes decisions in respect of changes to service delivery, and policy and procedures, within area of responsibility, which may affect the services to vulnerable people and populations.
- Decides on workloads and programmes of work for teams.
- Make decisions relating to the evaluation of quality and performance of the service.
- Within the role of investigating officer, makes recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
- Decides on resource levels re: suppliers, materials, equipment, vehicles.
- Ensures all work carried out meets statutory obligations and also adheres to the council's policies and procedures.
- Authorise orders and payments up to approved authorisation level within the written scheme of delegations.
- Decides on staff training and development needs within agreed budgetary limits.
- Implement interventions for customers following service delivery failures.
- Translation of new legislation and where/how it impacts on project work, policies, practices and procedures as well as contractors and workforce.
- Determine the correct course of action when dealing with emergencies.
- Check and approve payments made to internal and external contractors and suppliers.
- Ensuring the welfare, health and safety of self and council staff in all service activities
- Undertake risk assessments (including dynamic risk assessments) considering appropriate mitigation to manage identified risks and ensuring the mitigation is implemented.

Responsibility for resources:

Financial resources:

None

Physical resources:

Responsible for safe operation and activation of local assets, community spaces and shared buildings within the neighbourhood model. Would not be called out in an emergency.

Laptop £800
Mobile phone £200

WORK ENVIRONMENT

Work demands:

Work demands: High levels of unpredictability and frequent interruption. Rapid reprioritisation required due to emerging incidents, safeguarding alerts, member enquiries or community issues.

Acts as Incident Manager as part of the council's Emergency Management arrangements.

Participates on the council's standby arrangements as required.

Physical demands:

Normal physical effort, regular movement between sites and community venues.

Working conditions:

Agile / hybrid working is in place across the council.

Work will normally be carried out in an office environment but does require the post holder to visit various locations as need arises.

This may include work outside in community spaces and buildings. This likely to be a 50/50 split.

Work context:

The nature of the work is demanding, within a high-profile environment and as such there may be exposure to challenging and emotive situations including safeguarding issues. There will be regular contact with external stakeholders

and members of the public, which may include contentious issues where there may be conflict or distress, these will be mitigated as far as possible with training and standard operating procedures.

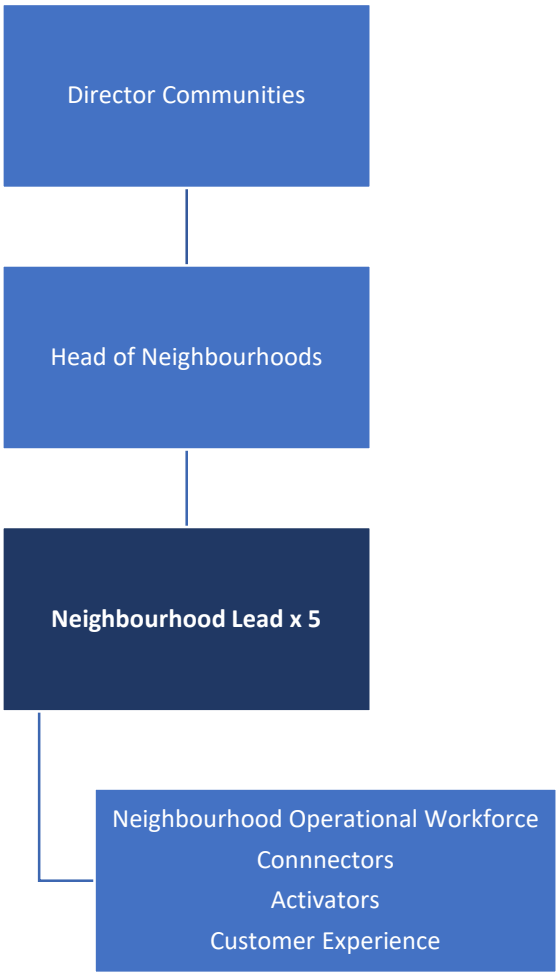
Position in organisation:

Indicate how many staff the post is directly accountable for: 42

Are posts in more than one location? **Yes**/No
Is this at the same site? Yes/**No**
Are the posts managed highly mobile? **Yes**/No

Is the supervision/management shared with another post in the structure?
Yes/**No**

Please indicate which post(s)



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
• IT literate, with the ability to use and interrogate a variety of systems. • Resilient and tenacious. • Positive role model. • Flexible approach to working arrangements. • Ability to transport self around North Lincolnshire in a timely manner. • Evidence of designing and delivering change, improving productivity, modernising services or embedding new operating models. • Strong commercial awareness, including value-for-money thinking, asset activation, demand management and community engagement to maximise utilisation of local offers (incl. leisure and culture). • Excellent communication, influencing, negotiation and conflict-resolution skills, with the authority to de-escalate contentious situations and build trust across diverse communities. • High capability in organising competing priorities, operating under pressure, and leading through ambiguity with resilience and a solutions-focused mindset. • Experience in commercial operations, activating leisure/culture/community assets. • Demonstrable experience of leading multi-disciplinary teams across dispersed sites, with accountability for service quality, performance management, and risk.	
Knowledge, Skills and Experience	**Interview**
• Expert understanding of place-based delivery and the integration of prevention, early help and community resilience into operational practice. • Proven track record of managing complex cases, operational incidents and safeguarding concerns, applying strong professional judgement and working confidently within statutory frameworks. • High-level skills in analysing and interpreting data, intelligence and performance insight, and converting these into targeted interventions and resource deployment decisions. • Strong political awareness and partnership capability, with experience influencing senior leaders, elected members, health partners, police and community stakeholders.	
Education, Training and Qualifications	**Original documents**

• Degree-level qualification or equivalent demonstrable experience in a relevant field (public policy, community development, social sciences, leadership/management, regeneration, health, or similar). • Demonstrates continual professional development within their relevant field. • Management qualification or relevant professional experience

Working Arrangements	Interview
• Based in Neighbourhood but will be required to travel across NL • Maybe required to work outside normal office hours and weekends at times.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	**Application form (follow up at interview)**
•	
Knowledge, Skills and Experience	**Interview**
•	
Education, Training and Qualifications	**Original documents**
•	
Working Arrangements	**Interview**
•	

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes P	**No ☐**
Political restriction	
Yes ☐	**No P**
The ability to speak fluent English under the Immigration Act 2016	
Yes P	**No ☐**

• Version Control	
Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	14 April 2025