	Job Description		Job Reference:
WOKINGHAM BOROUGH COUNCIL			

Job Title:	Communities Covid Response Officer		
Service:	Communities, Insight & Change	Team:	Neighbourhoods and Communities
Location:	Shute End / SMART Working		
Reports To:	Communities Covid Lead		
Grade:	Type of position:		Hours per Week:
9	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 deliver within the Covid community response workstreams at pace to support and deliver the key objectives of Wokingham's COVID response and recovery programmes.

Working collaboratively across the function, with partner agencies, and engagement with stakeholders to deliver objectives, ensuring the COVID response is delivered as effectively as possible and within the timescales agreed where required.

To build effective relationships with officers across the Council and external partners to ensure the development of the service

General Description of the Job

The role will focus on providing advice and response to defined areas in relation to Covid-19 recovery and the Governments Contain framework, working with the Communities Covid Lead and key stakeholders to ensure compliance.

The role will ensure the workstream objectives are met and benefits are measured, validated, and communicated. Stakeholder engagement is key, as is collaborative working to maximize the impact of the workstream across our local communities and partners throughout the Borough.

The role will assure the quality and accuracy of reporting across the function, using relevant reporting frameworks as well as ensuring good governance and risk management.

The role will support the wider COVID response and recovery programme and there may be a requirement to coordinate and support on other workstreams.

Organisation Chart

```
              ┌──────────────────────┐
              │  Assistant Director,  │
              │   Neighbourhood &     │
              │     Communities       │
              └──────────┬───────────┘
                         │
              ┌──────────┴───────────┐
              │        Covid          │
              │  Communities Lead     │
              └──────────┬───────────┘
          ┌──────────────┼──────────────────┐
┌─────────┴────────┐ ┌───┴──────────┐ ┌──────┴──────────┐
│ Communities Covid│ │Communities   │ │Communities Covid│
│ Response Officer │ │Covid Response│ │Response Officer │
│(Advice &         │ │Officer       │ │(with the        │
│ Enforcement)     │ │(Community    │ │ vulnerable)     │
│                  │ │ Champions)   │ │                 │
└──────────────────┘ └──────────────┘ └─────────────────┘
```

Main Accountabilities of the Post

1	- To have an input into the development of internal standards, policies, and procedures in relation to Covid response. - To work in accordance with the performance frameworks set out in conjunction with Public Health England and other stakeholders. - To work collaboratively across the organisation and to the leadership of the Communities Covid Lead. - To apply knowledge to support 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. - To contribute to the service area work plans including communications and engagement strategies, to ensure effective implementation whilst working collaboratively with operational managers and other key stakeholders. - To provide performance data in relation to the roles remit. - Maintaining and updating the knowledge of the service and contributing to continuous improvement in service delivery. - To be a key partner in Covid related projects: - Covid Advice and Enforcement - Covid Marshalls, signage, enforcement, public protection partnership. - Community Champions - working with the voluntary sector and towns and parish liaison. - Working with the Vulnerable - contributing to the Council's poverty programme, skills / re-training / apprenticeships, and Kickstart, preparing for homelessness surges, working with the voluntary sector and team to develop pathways and

	assistance for those moving on, furnished tenancies (for those unable to furnish), homelessness and the housing crisis (Covid response).
	• Complete /review/analyse and report from spreadsheets for Covid Gold and data reports externally.
	• Monitoring legislation, training, changes and updating of guidance
	• Ensure workstream scripts/guidance notes are updated in a timely manner.
	• Maintain confidentiality in line with agreed policy and relevant data protection legislation
	• To undertake any other tasks or duties, that may reasonably be required, in relation to this role and/or the organisations COVID-19 response

Additional Corporate Responsibilities

1	**High Support, High Challenge:** 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	**Health and Safety:** 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	**Equal Opportunities:** To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	**Safeguarding responsibilities:** At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
5	**Special Factors:** 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

Scope

Staff	Number of employees within overall span of control: 0
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

Person Specification

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.

Qualifications	Essential	Desirable
Evidence of continuous personal and professional development.	Y	

Technical Skills	Essential	Desirable
Project management skills including the ability to manage multiple tasks and priorities outcome in an environment requiring tight deadlines.	Y	
Good IT skills including office software such as Microsoft Word, Outlook, PowerPoint and Excel	Y	
Well developed written and verbal communication skills	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	
Able to interrogate and analyse data and information.	Y	
An understanding of large and complex organisations.		Y

Knowledge & Experience	Essential	Desirable
Experience of identifying, developing and delivery of opportunities for improving the service.	Y	
Experience of delivering projects to achieve objectives and service improvements with evidence of success in achieving targets and managing performance	Y	
Experience of writing effective briefings and reports.	Y	
Experience of successfully resolving complex cases that require an element of judgement	Y	
Experience of negotiating and influencing with external stakeholders to deliver outcomes.	Y	
Experience of supporting the development and delivery of policies and strategies.		Y

PROTECTIVE MARKING: UNCLASSIFIED