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Pride in Neighbourhood Programme Lead

Grade PO19

Job Description

Job Purpose

The Pride in Neighbourhood Programme Lead will be responsible for ensuring the Pride in Neighbourhood Board is supported to develop and deliver its Pride in Place Plan

Woodside has been chosen as one of the first areas in the country to take part in the Government's **Pride in Place** programme, a ten-year initiative designed to:

- Strengthen communities
- Improve public spaces, facilities, and neighbourhood environments
- Give residents a stronger voice in local decision-making

This national commitment is being significantly enhanced by Telford & Wrekin Council, which is investing a further £10 million to ensure long-term, meaningful change for neighbouring communities of Brookside and Sutton Hill and the wider South Telford area.

A new Neighbourhood Board will bring together residents, councillors, the Member of Parliament for Telford, community groups, schools, health partners, and local businesses to co-design a ten-year plan for the area and oversee real, tangible change and improvement to these communities. The funding is one-off over a decade, but the impact should not.

They will ideally have knowledge of the local community and experience of the following:

- Managing community-based projects, services, and buildings
- Working in a community builder / engagement role with people of all ages
- Enabling a wide range of appropriate community engagement models including digital and non-digital
- Stakeholder mapping and engagement
- Translating community priorities into action
- Supporting a community board, providing advice on governance, decision-making, and procurement
- Producing and translating a wide range of data covering areas such as Health; Environment; Crime; Education; Employment etc.
- Producing monitoring reports
- Submitting timely updates to relevant organisations
- Managing budgets
- Writing bids to external funders
- Experience of managing volunteers and paid staff
- Experience of working with elected officials including councillors and MPs
- Strong experience of overseeing governance relating to arrangements of formal meetings, including preparing agendas, minutes, and action plans together with budget management and monitoring

Major Tasks

- Drafting the Pride in Place Plan for submission to MHCLG by winter 2026/27
- Acting as a member and adviser to the Chair and Board, providing all papers for Board meetings, including complex reports and updates as required by the Board
- Providing professional specialist advice and support to the Chair and Board to ensure decisions are made in line with the Terms of Reference and Governance framework

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- Reporting through the Programme Board to Elected Members and Senior Management team and advise the Programme Board to ensure the successful delivery of the project objectives as determined by the Board.
- Develop and capitalise on positive partnerships with Senior Managers within and outside the service area to identify opportunities, maximise positive outcomes and enhance the community.
- Monitoring the Pride in Place budget, and providing financial reports to the accountable body
- Supporting the Chair and Board, by working with all members of the community, and ensuring community-based projects are delivered on time and within the agreed budgets
- Identifying further funding opportunities and submitting bids (with approvals) in a timely manner. The value of these bids could range up to multi-million-pound grants, seeking match funding.
- Working with senior managers from partner organisations to ensure that as a Board we are stronger collectively than our individual parts
- Lead the delivery of the Pride in Place Plan, focusing on delivery of outcomes and improvements in the local community using Council property assets and grant allocations together with private sector development to maximise opportunities.
- The post holder will be the main contact for the authority in the specialist priority area of Pride in Place.
- All other duties as required by the Chair and Board to meet the outcomes of the Pride in Place Programme

Contacts & Relationships

SMT, Residents, councillors, the Member of Parliament for Telford, community groups, schools, health partners, and local businesses

Main contact of the authority and the main negotiator on the Pride in the Place and Neighbourhood Programme.

Creativity

- Very highly complex creative work/reports/unprecedented work is a main feature, new government-backed programme that seeks to deliver *real, tangible change* led by residents themselves — regenerating neighbourhoods, improving community assets, and restoring optimism and opportunity for the long term. It is the first programme of its kind to be delivered within Telford and Wrekin.
- The post holder will be required to develop and initiate new policy on behalf of the Pride in Neighbourhood Board. For example, the role will lead the delivery of a new government-backed programme at a local level, initiating new policies and approaches that position the work as an exemplar for collaborating with communities to achieve improved outcomes. The programme's success will inform similar roll-outs across the Borough and potentially nationwide.
- Will need to lead on the creation of plans for submission to central government.
- Undertake new and challenging research at a local, regional, and national level
- Provide creative and innovative solutions to the design, development, and management of projects in order to promote economic regeneration, neighbourhood safety and wellbeing, deliver against programme priorities, and reduce Council costs
- Interpret and communicate complex guidance documents including financial and legal guidance, health and safety and risk management in order to develop project management plans and implement appropriate monitoring and reporting mechanisms
- Develop and implement very creative solutions with public and private sector partners, developers, contractors, and consultants
- Prepare and lead on very complex assessments and technical advice to multiple project partners, using a broad range of media including financial and progress reports
- Recommend courses of action through analysis, evaluation, and the preparation of business cases to maximise opportunity and minimise risk
- Subject to the approval of activity by the Board, negotiate with businesses, partner agencies, and other stakeholders on behalf of the Council, providing professional advice
- Create innovative marketing and communication strategies to effectively promote new Council projects at a local and regional level and taking account of politically sensitive issues

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- Lead on the procurement of contracts to support the delivery of the programme. This will be a mixture of revenue (research, data, engagement etc.) and capital (environmental / public realm schemes, new infrastructure, new buildings etc.)

Decisions

The post holder will have project management responsibility for project design and delivery, not limited by existing Council policy and often for multiple projects simultaneously. They will make regular high-level decisions:

- implementation of changes and responsibility for reviewing existing policy and recommending and initiating new policy on behalf of the area without reference to the Pride in Neighbourhood Programme Board.
- analysis and interpretation of complex project information that lies outside established Council policy
- responsible for making professional decisions in complex situations in support of the delivery of projects including decisions on project activity, finances, and partnership agreements
- in consultation with the Board, make decisions on the allocation of budget, taking into account budget pressures, delivery models, and procurement routes often within the context of complex funding regulations
- make decisions on the appointment of providers and the management of contracts subject to the approval of the Board

The post holder will have the authority to proceed and implement the significant decisions made by the Board.

Management & Supervision

The post holder will have to line manage at least four professional posts graded SO1 or above. These will include Project Managers and Project Officers

Supervision Received

- Accountable to the Pride in Place Neighbourhood Board
- Works independently however the role will be reporting to the Executive Director for Place / Director for Neighbourhoods and Enforcement
- The post requires the post holder to manage their own workload at an advanced, complex level,
- Will meet with Executive Director and Directors on a monthly basis.

Complexity

- Highly complex work, new Government-backed programme that seeks to deliver *real, tangible change* led by residents themselves — regenerating neighbourhoods, improving community assets, and restoring optimism and opportunity for the long term. It is the first programme of its kind to be delivered within Telford and Wrekin.
- Will need to understand the complexities of effective bid submission to central government.
- Will engage with partner organisations, establishing relationships and organising multi-agency working groups, to ensure the aims of the plan are met.
- Providing financial monitoring budgets to stakeholders
- The post holder will be responsible for the delivery of a complex programme of high street place management plans essential to the delivery of the Council's priorities and central to the Council's budget strategy
- Responsible for the matrix management of complex projects, working outside established Council policy and with senior colleagues from a range of public and private sector organisations to maximise potential
- The post holder will be responsible for decision-making in complex and diverse situations often managing the competing objectives of businesses, providers, funders and varying levels of investment and outputs and have significant budgets

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- The post holder will negotiate, implement, and oversee contractual relationships with a broad range of internal and external partners requiring a professional understanding of complex rules and regulations regarding project funding
- The post holder will need excellent partnership working and communication skills and highly developed organisational skills to deliver Council priority projects within budget and within challenging time limits
- Interpretation of complex financial and legal guidance documents and partnership agreements Preparation of a broad range of complex documents and reports including technical, financial and progress reports
- The post holder will be responsible for the management of project risks and areas of potential controversy arising from project delivery
- The post holder will be responsible for the effective marketing of project activity in order to deliver an effective communications and engagement strategy that will maximise project impact and promote the Council's priorities

Resources

- The post holder is expected to develop complex business cases around a broad range of project activity to inform the investment of significant budgets.
- The post holder will manage and commit significant funds from agreed budgets in accordance with the needs of project activity
- The post holder is required to undertake complex viability appraisals to determine the viability of schemes and sensitivity analysis to determine levels of risk.
- The post holder will be accountable for commercially sensitive information.
- The post holder will hold equipment resources in the form of laptop, mobile phones, and tablet.
- The total programme budget is £30m. Once decisions relating to priorities are made, the post holder will be responsible for monitoring, managing, and expenditure of this total budget.

Impact

The post holder will take the lead on the plan, which will have long-term impact on the community of South Telford.

Physical Demands

The level of physical demands would be that expected of a typical desk-based job, such as carrying laptop and/or files to meetings and setting up for meetings/events. There may be the occasional demand for more than this, however, this would not be a typical or significant part of the job.

Working Environment

In the main this job holder works in the environmental equivalent to working in an office in terms of heat, ventilation, and lighting. There may be occasional exposure to conditions such as would be found outside; for example, travelling for meetings and site visits.

Emotional Context

The role will involve seeking feedback from groups and individuals in the local community. The post holder could be exposed to individual stories and the reporting of issues, some of which may have emotional impact on the post holder.

Other

The post holder will be expected to perform any other duties as are within the scope, spirit, and purpose of the job, commensurate with the grade.

The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.

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Person Specification

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • Postgraduate qualification or equivalent in terms of a relevant combination of qualification(s) and or experience. • Formal qualification and/or significant experience in project management • Qualifications or significant experience in governance related matters
Experience	<ul style="list-style-type: none"> • Project management experience • Experience in Asset Based Community Development (ABCD) and mobilising volunteers/communities • At least 2 years working in community development or similar • Experience of project development and management • Experience reaching diverse communities • Experience of drafting long-term regeneration plans is desirable • Experience creating inclusive engagement plans • Managing community-based projects, services, and buildings • Working in a community builder / engagement role with people of all ages • Enabling a wide range and appropriate community engagement models including digital and non-digital • Stakeholder mapping and engagement • Translating community priorities into action • Supporting a community board, providing advice on governance, decision-making, and procurement • Producing and translating a wide range of data covering areas such as Health; Environment; Crime; Education; Employment etc • Producing monitoring reports • Submitting timely updates to relevant organisations • Managing budgets • Writing bids to external funders • Experience of managing volunteers and paid staff • Experience of working with elected officials including councillors and MPs • Strong experience of overseeing governance relating to arrangements of formal meetings, including preparing agendas, minutes, and action plans together with budget management and monitoring
Knowledge	<ul style="list-style-type: none"> • Knowledge of the local community would be desirable • Understanding of MHCLG reporting requirements • Deep understanding of Equality Act 2010 is desirable
Skills	<p>WORKING WITH PEOPLE</p> <ul style="list-style-type: none"> a) Demonstrates an interest in and understanding of others b) Adapts to the team and builds team spirit c) Recognises and rewards the contribution of others d) Listens, consults others and communicates proactively e) Supports and cares for others f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses <p>RELATING AND NETWORKING</p> <ul style="list-style-type: none"> a) Establishes good relationships with customers and staff b) Builds wide and effective networks of contacts inside and outside the organisation c) Relates well to people at all levels d) Manages conflict e) Use humour appropriately to enhance relationships with others <p>PERSUADING AND INFLUENCING</p> <ul style="list-style-type: none"> a) Makes a strong personal impression on others b) Gains clear agreement and commitment from others by persuading, convincing and negotiating

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	<p>c) Promotes ideas on behalf of self or others d) Makes effective use of political processes to influence and persuade others</p> <p>PRESENTING AND COMMUNICATING INFORMATION</p> <p>a) Speaks clearly and fluently b) Expresses opinions, information, and key points of an argument clearly c) Makes presentation and undertakes public speaking with skill and confidence d) Responds quickly to the needs of an audience and to their reactions and feedback e) Projects credibility</p> <p>WRITING AND REPORTING</p> <p>a) Writes clearly, succinctly, and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well-structured and logical way e) Structures information to meet the needs and understanding of the intended audience</p> <p>PLANNING AND ORGANISING</p> <p>a) Sets clearly defined objectives b) Plans activities and projects well in advance and takes account of possible changing circumstances c) Manages time effectively d) Identifies and organises resources needed to accomplish tasks e) Monitors performance against deadlines and milestones</p> <p>ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES</p> <p>a) Accepts and tackles demanding goals with enthusiasm b) Works hard and puts in longer hours when it is necessary c) Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities d) Seeks progression to roles of increased responsibility and influence e) Ability to manage conflicting interests</p>
Personal style & behaviours	<ul style="list-style-type: none"> • As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Demonstrate personal organisation and time management skills • Willingness to work evenings/weekends
Fluency Duty	<p>This post has been identified as not being a customer facing role and therefore is not subject to Fluency Duty requirements.</p>
Political Restrictions	<p>This is a Politically Restricted post</p>

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
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None	√
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	
Working with Adults - Regulated Activity	
Working with Children - Regulated Activity	

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>