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| **JOB DESCRIPTION** |  |
| **Post title** | National Development Officer (NDO) |
| **Agency** | Scottish Community Safety Network (SCSN) |
| **Responsible To** | Senior National Development Officer (SNDO) |
| **Duration** | Permanent / or 23 Month Secondments Considered |
| **Salary**  | £30,467 |

1. PURPOSE OF JOB

The post holder will:

* Contribute to the **development and implementation** of the Scottish Community Safety Network’s (SCSN) vision, and its strategic and business plans.
* Undertake **projects and programmes** necessary for the delivery of strategic priorities within the field of community safety.
* Become single point of contact and lead officer in key areas of community safety networking (e.g. **Preventing Unintentional Harm and Injury**, **Home Safety Scotland** etc.)
* **Represent SCSN** at a wide spectrum of forums and events, and carry out duties within **a broad range of community safety policy and practice areas.**
1. MAJOR TASKS
* Contribute to the continuous development of SCSN services at a national level, including the **coordination** and **facilitation** of information exchanges; identify emerging issues, best practice, **innovation** and **research**; help develop policy and practice papers for the wider community safety network; share findings through **briefing papers**, membership updates and **discussion forums**, online and in person.
* **Present** at, **participate** in and **support** multi-agency projects as required, to help deliver the strategic aims of SCSN; support national and regional groups, to help implement ‘Building Safer Communities’ objectives, including **water safety** and **road safety**.
* **Coordinate and help grow the Home Safety Scotland (HSS) network**, and act as lead officer in this increasingly urgent area of community safety. Home Safety is a significant part of this position and the post holder will have leading responsibility for it.
* Continuously **scan and identify evolving community safety needs**, and make recommendations on direction of new work for SCSN, for the benefit of members and partners across Scotland.
1. JOB ACTIVITIES
* **Identify community safety needs**, make recommendations on how to address them, and **coordinate SCSN’s response**, or share the current understanding of same for members and partners.
* Develop and **provide guidance for community safety officers** and colleagues, in every local authority, to help deliver SCSN’s aims and **secure a high level of satisfaction** and **customer service for our members**.
* **Support and assist other staff**, and relevant partners in delivering a high standard of community safety services.
* **Provide advice to colleagues and senior managers** on complex issues within the post holder remit. This may include detailed performance information, in respect of services, or other competent areas of business.
* **Monitor and evaluate** programmes, projects or initiatives relevant to the strategic aims of SCSN**.**

Participate in and support multi-agency arrangements and projects as required, to help deliver the strategic aims of SCSN, supporting national and regional groups.

* Represent SCSN in specific areas of policy and make **professional presentations** on same, to both **internal and external audiences**.
* Provide strategic links between SCSN and partner organisations, to **develop collaborative working** and grow opportunities for **co-production**.
* Take a lead role in supporting the **Building Safer Communities** ambitions.
* Take a lead role in, support and grow and develop, **Home Safety Scotland**.

Contribute to the continuous development of SCSN’s services at a national level; coordinate and facilitate information exchanges for emerging policy and practice, for attention of members and partners.

* **Prepare a broad range of reports, policy documents** and other materials providing analysis, context and advice on often complex issues.
* **Prepare briefing papers** on national policy and consultations, including articles, research, pilots and projects.
* **Undertake other relevant duties** in accordance with the function and grading of the post as required.

The post holder will demonstrate customer service excellence.

1. SUPERVISION & MANAGEMENT OF PEOPLE
* None.
1. COMPLEXITY

The post holder will:

* Be **responsible for a diverse range of functions** across SCSN’s broad portfolio of work.
* Be **politically aware** and keenly **interested in, and have experience of, community safety** issues.
* Engage with a broad range of services within an extensive range of partner organisations. **Establish good working arrangements** and demonstrate **confident understanding** of the organisational priorities of SCSN and partner services.
* **Coordinate and plan** a diverse range of services, in partnership with other agencies, sympathetic to complex, evolving legislative and policy frameworks.
1. INTERNAL & EXTERNAL COMMUNICATION
* **Prepare analysis, recommendations and reports** on complex and emerging policy, strategic and operational community safety issues.
* **Develop and maintain positive professional relationships** with a wide variety of members and partners, stakeholders and interest groups. Stay informed and confident, able to **represent and negotiate** for SCSN.
* **Knowledge of project management is required**. The post holder must be able to demonstrate high levels of operational knowledge and competence whilst contributing to the strategic direction of the business.
1. CONTACTS & RELATIONSHIPS
* **Develop and maintain effective relationships** with a wide range of people and organisations in the voluntary, public and private sector.
* **Develop, lead or contribute to multi-agency working**, to take forward service design and policy development.
1. SUPERVISION RECEIVED
* **Organise own workload** within an agreed framework with **limited supervision**. **Self-management is encouraged**, to support organisational flexibility and responsiveness to changing demands.
* There will be **regular contact with the Senior National Development Officer** (line manager), to review progress against agreed objectives, and seek advice on complex issues or new working.
1. DECISION MAKING
* Operate within agreed work-streams and objectives of SCSN but **make recommendations on alternative approaches**, as appropriate. These should be discussed with the Senior National Development Officer and or agreed before being actioned and becoming formal company policy.
1. RESOURCES
* Be **responsible for the equipment and materials** - such as your SCSN laptop - associated with the post.
1. WORK VOLUME
* Demand is generally constant. Work-streams need to be prioritised, depending on circumstances and the needs of the community safety landscape in Scotland. Several projects or tasks will be live, simultaneously at any one time, and will require **rigorous management of own time** accordingly.
1. KNOWLEDGE & SKILLS
* Educated to degree level in relevant discipline, or demonstrate significant experience and understanding of community safety.
* Knowledge of community safety policy at a national and local level.
* Understanding of legislation which impacts on community safety activities.
* Able to organise and motivate activity within partnerships, to deliver SCSN and local and national community safety priorities.
1. EXPERIENCE
* Experience of **partnership and collaborative working**.
* Experience of **writing strategic policy** documents.
* Experience of **data collection** methodologies, and interpretation of same.
* Experience of **working in the public and/or voluntary sector**.
* Experience in **developing multi-agency forums** and **organising events**.
* Experience of **developing, implementing, evaluating** policies and strategies.
1. PERSONAL QUALITIES

SCSN is a small team, working with a large number of diverse stakeholders. The work is varied, often complex, sometimes challenging but incredibly rewarding. The relationships we manage - and the priorities of our partners - need to be understood and managed with sympathy and confidence. The conversations we host are frequently enlightening. The issues we confront can be distressing. The solutions we help find are lifting.

The personal qualities needed for this role require the post holder to be:

* Pro-active
* Articulate
* Empathetic
* Detailed
* Patient
* Responsive
* Friendly
* Responsible
* Passionate
* Innovative
1. WORKING HOURS

SCSN is a 4-day week employer. This post is a full-time position, working 0900-1700, Monday – Thursday inclusive. This is not compressed hours. There is no reduction in pay or conditions. Fridays are free days and part of a 3-day weekend. Occasional evening or weekend working may be required but is not typical.