

City of Edinburgh Council job description

Post title	Community Council Liaison Officer (CCLO)
Directorate	Chief Executive’s Office
Service	Governance
Responsible To	Governance Manager
Number of post holders	1

Purpose of job

To work across Council services, partner organisations, and communities to build and strengthen relationships, improve access to services, and support Community Councils (CC’s). The role involves enabling effective engagement, outreach and communication between services and CC’s, while providing specialist governance advice. It supports the development of inclusive, well-functioning CC’s, that are actively engaged in their communities and collaborate with the council through trusted relationships.

The what - major tasks and job activities

1. Build constructive working relationships between CC’s, Council services and partner organisations, improving mutual understanding of roles, responsibilities, constraints and opportunities for collaboration.
2. Work proactively with Council services to improve communication and responsiveness to CC’s, helping direct and coordinate enquiries with the appropriate services.
3. Play a leading role on Council’s governance function of CC’s including, elections, statutory reviews, the preparation, coordination and analysis of public consultations, complaints procedure, analysis and processing of annual accounts.
4. Provide leadership and support to building capacity within CC’s including helping new CC’s set up, providing ongoing support to help them operate effectively.
5. Advising CC’s how to comply with their governance responsibilities including membership, meetings, decision-making procedures, codes of conduct and consultation processes.
6. Responsible for maintaining accurate records relating to membership, boundaries, elections and operational status.
7. Identify and raise issues affecting the capacity and effectiveness of CC’s, including training, support and resource needs, and provide advice to managers and elected members on potential solutions.
8. Act as the primary point of contact between CC’s and Council services.
9. Facilitate effective communication between services and CC’s, ensuring community perspectives inform decision-making.
10. Prepare committee reports, provide professional governance advice, represent Governance service at Council meetings and Committee/sub-committee meetings and represent the Council at external meetings and events with CC’s.
11. Coordinate the development and provision of guidance, induction and resources for CC’s, working with relevant Council services and partners to ensure appropriate expertise and support is available.

12. Monitor CC's activity across the city to identify emerging trends, evaluate and report on the impact of CC's, and advise on improvements to policy, processes or support arrangements.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

Knowledge and skills

- A degree or postgraduate level or equivalent experience.
- Experience of working with volunteers and volunteer development.
- Knowledge of governance processes, community engagement and local government administration.
- Understanding of the role of CC's within Scottish local government and the Council's Scheme for CC's.
- Experience working with community organisations.
- Ability to interpret policies and governance frameworks and provide clear advice.
- Strong organisational, communication and facilitation skills and the ability to build effective working relationships across organisational and community boundaries.

Creativity and Innovation

- The role requires independent judgement to interpret governance frameworks and to provide expert governance advice.
- Identify practical ways to support CC's to operate effectively and resolve governance, community and engagement issues.
- Provide professional advice and support for CC's on how to build capacity and increase their effectiveness and impact on their communities.

Contacts and Relationships

- Regular contact with Community Councillors, elected members, council officers, community organisations and external partner organisations (Improvement Service) including CCLO networks.
- Contacts often involve explaining governance requirements, resolving issues/enquiries and coordinating responses across services.
- The role requires diplomacy, negotiation skills and the ability to build trust with the volunteer community representatives.
- Deliver results while balancing differing priorities.

Decision Making

- The postholder exercises professional judgement in interpreting governance and procedural matters and provides professional expert advice to CC's, elected members and senior officers.
- The role identifies issues that require escalation to the Governance Manager or other services and contributes advice and recommendations to reports and briefings where appropriate.

Environment - work demands, physical demands, working conditions, work context

- Work is primarily office-based with hybrid working arrangements. The postholder will be required to attend meetings across the city, including evening and weekend meetings. Physical demands are limited and primarily involve travel to meetings and standard office-based work.
- The role requires regular interaction with community representatives and members of the public and may involve managing challenging or conflicting viewpoints while maintaining professional relationships.

Supervision and management of people

- The post does not normally involve direct line management responsibility. The role may involve supporting CC's and working with volunteers or community representatives in an advisory capacity.

Resources the job holder will be responsible for

- The role does not normally hold direct budget responsibility but contributes to the effective use of council resources through coordination and advice.

Additional information - health and safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).