



JOB DESCRIPTION

Job title:	Neighbourhood Warden
Location:	Westbridge Depot
Grade:	Grade 5
Allowances:	Essential Car Allowance
Directorate:	Customers and Communities
Division:	Public Protection
Section:	Environmental Protection
Team:	Environmental Protection
Responsible to:	Environmental Protection Manager
Directly responsible for:	N/A
Indirectly responsible for:	N/A
Total budgetary responsibility:	N/A

JOB PURPOSE

To work as part of a team that is dedicated to improving the quality of life of communities by forging community links and establishing a reliable and targeted response to local needs.

To Act as a signpost to other agencies and council services and monitor progress of referrals.

The role is one that can act as an ambassador for the local area, involve the community and develop its capacity to take action and promote responsibility for improving neighbourhoods.

KEY RESULT AREAS

1. To provide a uniformed high profile presence by patrolling and act as point of contact for local businesses, local residents and the wider community and support their involvement in community ownership.
2. To encourage and engage the community, including local businesses and residents to facilitate positive changes in anti social behaviour, in accordance with agreed Council policies.

3. To educate communities about environmental issues and it's implications to encourage responsible behaviour in issues such as littering or fly tipping.
4. To liaise with local schools and other youth focused services to educate and raise awareness about environmental issues.
5. To provide advice and support to local residents and where necessary direct them to other public bodies or agencies that may be able to assist (if not within NBC).
6. To deal with enquiries/complaints/correspondence from members of the public, assessing the nature and priority of the query and initiating any remedial action, in accordance with agreed Council policies and procedures.
7. To keep up to date with changes in legislation and to implement those that relate to the service provided, in accordance with Council procedures.
8. To liaise with the Police and other agencies and internal services to inform of, or investigate offences and take enforcement action under appropriate legislation, including issuing fixed penalty notices, cautions, supporting the gathering of evidence and compiling reports and statements for Anti-Social Behaviour Orders and Acceptable Behaviour Contracts and other legal action. To ensure that all such action is taken in accordance with the Council's enforcement policy and procedures.
9. To gather evidence in respect of incidents of environmental defacement including fly posting, graffiti and other sources of littering and where possible to take direct action or identify sources for future action by other internal enforcement services or external agencies.
10. To foster and maintain links with community representatives (e.g. local businesses, community leaders etc), external agencies and other representative bodies such as Parish Councils etc in order to represent NBC and share information that contributes to community relations and empowerment and reduce crime and disorder. To work with area partnerships and residents associations in furtherance of these aims and attend meetings as necessary.
11. To positively raise the profile and image of the Council in line with corporate policies.
12. To support emergency response to any emergency that may arise as required.
13. To ensure equality of opportunity is afforded to all persons both internal and external to the Authority, actively seeking to eliminate direct and indirect discriminatory practices or behaviour
14. Ensure that any office databases and other administrative systems and general supplied equipment are maintained serviced and regularly updated, undertake administrative/clerical duties within the office to support the operations of the service.
15. To participate in team working and actively contribute to the development of policy issues to ensure continuous improvement of the service.
16. To undertake training courses as appropriate and provide cover, advice, training and support to new and existing wardens as required.

17. To undertake any other duties from time to time as may be required within the grade for this post.

PEOPLE AND RESOURCES

The jobholder is responsible for the following people and resources:

- Responsible for uniforms and security of equipment that is allocated for personal use.
- Responsible for equipment that is held by the division when in use.

Job-holder's position in relation to their manager, peers and direct reports:

- Work with other members of the multi disciplinary team in particular the Environmental Crime Officers and Environmental Protection Officers.
- Deal with other officers of the Council, Members of the Council, representatives of outside organisations and the public as required.
- Develop Close links with the police to ensure effective procedures for dealing with security and public order issues

JOB DEMANDS

This job entails the following demands:

The post holder will be expected to carry out foot patrols for at least 80% of the programmed time in accordance with a schedule, which will include out of hours working on evenings and weekends in all weathers.

The post holder will be required to undergo training in order to become an accredited person for the purposes of the Police Reform Act 2002. An enhanced security/CRB check will be undertaken through the Police for this purpose. A high standard of personal honesty and integrity is required of the post holder in order to maintain the status as an accredited person (see special conditions).

The post holder is required to contribute to the safe working environment of employees within the division by ensuring that health and safety is effectively planned, organised, controlled, monitored and reviewed within the scope of their responsibilities and to seek appropriate advice from the line manager or health and safety adviser.

The post holder is required to promote measures to eliminate discrimination and disadvantage in service delivery, and to carry out all duties with regard to the Council's policy on equal opportunities.

An official uniform is provided which must be worn at all times when on duty.

The post holder should be aware that whilst enforcement and legislative processes are discussed in the role description the emphasis of the role is upon building relations and empowering the community, to reduce crime and anti-social behaviour and increase feelings of community safety.

Special Conditions

The post holder may be required to work a shift pattern, which includes evening and weekend work.

Exemption for Rehabilitation of Offenders Act

This post will entail substantial contact with children, the elderly, sick or disabled and further training towards accredited status will be provided. NBC and its partners therefore requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 you reveal any criminal convictions, bind over orders or cautions including those which would normally be regarded as spent. The applicant must therefore complete the additional section of the application form headed "Rehabilitation of Offenders Act". Please note that you should use this part of the form to reveal any spent convictions or if you have none please write "NONE". A Police and Counter Terrorism check will be made of all applicants and any subsequent offer of employment is conditional upon the successful completion of this check.

PERSON SPECIFICATION

	Essential/Desirable?		Methods of Assessment			
	E	D	Application Form	References	Interview	Other
KNOWLEDGE						
Experience of working in a community environment and dealing with businesses and members of the public in difficult situations.	✓		✓		✓	
Knowledge of Environmental Crime/Anti Social Behaviour issues	✓		✓		✓	
Knowledge of general and personal health and safety issues.	✓		✓		✓	
A Valid current driving licence	✓		✓			
SKILLS						
Experience of dealing with people in a mediation role. The use of enforcement powers		✓	✓		✓	
Excellent verbal and non-verbal communication /interpersonal skills to forge relationships with the local community and businesses and encourage motivate and enthuse in order to facilitate positive change.	✓		✓		✓	
Good written communication skills to present information accurately, clearly and concisely	✓		✓		✓	
Physically fit to be able to patrol areas	✓		✓		✓	
Public speaking/presentation skills	✓				✓	
The ability to work alone and within a team and to deal with people firmly and fairly	✓		✓		✓	
Prioritising/organising heavy workload and use own initiative to set priorities, meet targets, monitor, evaluate and to review own workload.	✓		✓		✓	
To thoroughly pursue an investigation with a view to taking appropriate and commensurate action	✓		✓		✓	
To be able to deal with difficult situations and resolve conflict	✓		✓		✓	
IT skills/familiarity with word processing/spreadsheets		✓	✓		✓	

ATTRIBUTES	E	D	Application Form	References	Interview	Other
High standard of honesty and integrity in order to achieve status as an accredited person. Note: Offer of appointment would be conditional upon the outcome of the Police and Counter Terrorism check	✓		✓		✓	
Customer focused	✓		✓		✓	
Good Team worker	✓		✓		✓	

REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

Prepared by:	Ruth Austen
Job title:	Environmental Protection Manager
Date:	15.3.12

Job evaluation date:	As per Neighbourhood Warden as this is a reporting change only
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Name of job holder:	
Job holder's signature:	
Date:	