

## **APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Travellers Site Liaison Officer**

**Vacancy ID: 008947**

Salary: £8,570.38 to £9,113.08

Closing Date: 10/06/2018

### **Benefits & Grade**

Grade G

### **Contract Details**

Temporary until 31/03/2019

### **Contract Hours**

16 hours per week

### **Job Description**

We are looking to recruit a committed, positive and reliable Liaison Officer to join our Housing Solutions Team.

The purpose of the [role](#) is to carry out a range of site management, enforcement and support initiatives on the Council's permanent travellers' site. To ensure that residents are supported, the site is a safe, pleasant place to live and that all elements of the pitch agreement are maintained.

For detailed information on this role, please refer to the Job Description and Person Specification.

Please ensure you refer to the essential and desirable criteria detailed in the Person Specification when completing your application as they are used to select candidates for interview.

For a further informal discussion, please contact Beverley Bearne, Team Manager Housing Solutions, on 01642 526074.

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>
<b>Directorate: Economic Growth and Development</b>		<b>Service Area: Housing</b>
<b>JOB TITLE: Travellers Site Liaison Officer</b>		
<b>GRADE: G</b>		
<b>REPORTING TO: Team Manager</b>		
<b>1.</b>	<b>JOB SUMMARY:</b>  On behalf of the Team Manager (Housing Solutions) to implement site management / estate management duties to efficiently and effectively run the Council's permanent travellers site and provide regular and on-going communication with site residents.	
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>	
	1	To provide support to community on at the Council's permanent Travellers site.
	2	Provide a regular site presence and build up/maintain regular communication/contact with all site residents.
	3	To advise site residents of site rules and monitor compliance in line with the license agreement and policies and supported by the Team Manager take remedial action as required.
	4	Maintain and monitor health and safety on site, in line with relevant health and safety policy and provide reports as required detailing action that has been taken or needs to be taken.
	5	On behalf of the Team Manager, review documented fire safety procedures regularly and ensure residents are aware of the procedure or changes to the procedure.
	6	To advise residents of how and where they can pay rent and purchase electric cards and to monitor rent payments and on behalf of the Team Manager take necessary recovery action against non-payment where required.
	7	Assist in the maximization of income of site residents, including Housing Benefit and Council tax claims.
	8	Ensure the condition of the site is maintained and that the issues of fly tipping and vandalism are reported dealt with effectively.
	9	Maintain an effective line of contact with the Team Manager and partner agencies, reporting issues of concern; propose effective solutions to issues of concern.

	10	Build up and maintain good working relationships with all relevant agencies involved with the Traveller's Site and Traveller issues locally
	11	Any other duties – whilst the primary focus of the role will be within the Housing Solutions team the post will be required to provide administration support to the wider housing service as and when required.

### 3. GENERAL

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade of E using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council's "Shaping a Brighter Future" programme.

**Personal Development** – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

### PERSON SPECIFICATION

Job Title/Grade	<b>Travellers Site Liaison Officer</b>	
Directorate / Service Area	<b>Economic Growth and Development</b>	<b>Housing</b>
Post Ref:	<b>34359</b>	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	NQF level 2 qualification of equivalent level of knowledge gained through demonstrable direct work experience.	At least 5 GCSE's including Maths and English at grade C (or equivalent)	Application form
Experience	Housing management functions including tenancy management, arrears prevention, ASB, Health & Safety, repairs, related Court work and benefits advice	<p>Experience of working with difficult to engage group or minority groups.</p> <p>Relevant experience of working with the gypsy and traveller community.</p> <p>Relevant site management experience including tenancy management and enforcement</p> <p>Awareness of Health and Safety issues</p> <p>Experience of giving advice and information to the public over the telephone and by letter/email.</p>	Application / Interview

Knowledge & Skills	Experience of working/liaising with other agencies	<p>The ability to travel to and from the site</p> <p>Good communication skills</p> <p>Knowledge of gypsy/traveller site management.</p> <p>Knowledge of Gypsy Roma Travellers issues and culture.</p> <p>Knowledge of the relevant legislation relating to Gypsies Roma Travellers.</p>	Application / Interview
Specific behaviours relevant to the post	<p>Demonstrate behaviours which underpin the Councils Culture Statement.</p> <p>The ability to contribute to shared objectives when delivering a customer focused service front line service.</p> <p>The post holder will be expected to demonstrate a positive attitude and enthusiasm when contributing to service delivery.</p> <p>To be able to demonstrate personal initiative.</p>	<p>Enthusiastic.</p> <p>Sensitive and responsive to an individual's needs.</p>	Application / Interview

## **Conditions of Service**

### **General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.