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| **Job Description** |
| **Post title** | Neighbourhood Warden |
| **JE Reference No** | N10371 |
| **Grade** | 7 |
| **Service** | Environment  |
| **Service Area** | Neighbourhood Protection |
| **Reporting to** | The Warden Managers and Warden Team Leaders |
| **Location** | Your normal place of work is to be agreed, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post is subject to an enhanced disclosure and Police Vetting Level 2 (NPPV2) |
| **Flexitime** | This post is not eligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

**Work alongside:** ASB team, Civic Pride team, Enviro-crime team, GRT officers and Community Safety officers

Work with and across all Council Service Groupings.

**Responsive to:** elected Members, Area Action Partnerships, residents, community groups, external clients and partners.

To deliver high quality, efficient and cost effective Neighbourhood Warden Services, which are responsive to community need and improve quality of life through improving the physical appearance of the neighbourhood, building community confidence by reducing crime and fear of crime, deterring anti-social behaviour and fostering social inclusion.

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| **Duties and responsibilities** |

1 To undertake assigned tasks in an effective and efficient manner. Such tasks will include a combination of educational involvement and enforcement duties, to improve quality of life through improving the physical appearance of the neighbourhood, building community confidence by reducing crime and fear of crime, deterring anti-social behaviour and fostering social inclusion.

2 To undertake activities in the area of environmental crime: this includes abandoned

vehicles, litter, graffiti, fly-tipping, illegally grazed horses, any Public SpaceProtection Order including Microchipping of Dogs Regulations 2015**,** waste management etc.

3 To undertake comprehensive investigations relating to environmental crime, ensure that all

 actions are recorded appropriately, including compilation of evidence and preparation for

 court.

4 To deliver agreed action plans in conjunction with partners to resolve investigations.

5 To provide direct intervention where necessary including areas such as serve notices, issue fixed penalty notices, enforcing on any Public Space protectionOrders, remove graffiti, seizure of vehicles, illegally grazed horses, collection and disposal of used needles and drug paraphernalia in public places, street beggingand busking, seizure of alcohol, Business and Household duty of care, PACE interviews and preparing court files, The installation and control of CCTV cameras, mediation in disputes and anti-social behaviour incidents.

6 To undertake comprehensive investigations relating to anti-social behaviour, ensure that all actions are recorded appropriately, including compilation of evidence and preparation for court.

7 To undertake visits, patrols and surveillance in order to witness incidents personally, and respond to customer needs. This will involve out of hours working and a flexible approach outside of the core shift pattern to deliver early morning shifts to target certain priorities such as enhanced warden services and dog fouling.

8 To comply with the relevant statutory obligations and procedures related to surveillance including the utilisation of appropriate equipment.

9 To inform the Neighbourhood Warden Team Leader with updates on the progress of current cases and proposed actions.

10 To work with and support team members in Environment Services, assisting the delivery of effective and efficient services, which demonstrate value for money.

11 To implement safe working practices in order to deliver an effective service.

12 To ensure all policies and procedures are adhered to.

13 To assist the Neighbourhood Warden Management Team in all performance within an area, ensuring as far as possible that targets are met, and to take an active role in contributing where appropriate to wider Directorate and Corporate targets.

14 To assist the involvement of education and enforcement services with Area Action Partnerships, to attend where required and to assist with the fulfilment of commitments in AAP plans as they emerge.

15 To foster and maintain partnerships with a wide range of external stakeholders, and work both as an individual and also as part of a team where specific tasks will be divided up so as to work in a more expedient fashion.

16 To take every opportunity to promote the good work being undertaken by the neighbourhood warden services, and the wider council; for example, through community meetings, walkabouts, or direct contact with the public, County Councillors and partner agencies.

17 To take a full and active part in contributing to the delivery of Service Plans, which in turn link to Corporate Plans.

18 To provide regular assessments, advice and reports to the Neighbourhood Warden Management Team as required, regarding performance and operations within an area.

19 The above is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the line management.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification: Neighbourhood Warden |
|  | Essential | Desirable |
| Qualifications | * Five GCSE’s at Grade C or above including English or equivalent in a relevant subject
 | * Evidence of continuing professional development.
* Police accreditation.
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| Experience | * Experience of working in a public-facing role.
* Experience of working in a partnership environment to deliver outcomes.
 | * Experience of working with elected Members and responding appropriately to service requests.
* Experience of case management and problem-solving techniques.
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| Skills & Knowledge | * Good written and oral communication skills.
* Basic ICT skills, for example Microsoft Word, Powerpoint, Excel, and email management.
* The ability to identify and solve problems.
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post

 | * Knowledge of streetscene services and legislation, in particular anti-social behaviour and enviro-crime.
* Knowledge of local area.
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| Personal Qualities | * Team and results orientated outlook, willing to be flexible and adaptable to meet changing needs.
* Self-motivated, proactive and enthusiastic, with the ability to work in an un-supervised environment.
* Customer focussed with a positive outlook, communicating with tact, diplomacy and confidentiality.
* The ability to work to tight deadlines.
* A robust character, with the ability to deal with difficult situations.
* Post-holder is required to work outside of normal working hours, and on a shift pattern including evenings and weekends.
* The post is subject to an Enhanced DBS disclosure
* The post is subject to a Police Vetting Level 2 (NPPV2)
* Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment.
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