



Role Profile

Job Title: Lead Neighbourhood Warden	Grade/ Level: M	Post Number: EM 3070
Service area: Housing (Tenancy Services)	Job Family:	Date Prepared: August 2016
Role reports to: Neighbourhood Housing Services Manager		

Job Purpose:
To supervise a team delivering a friendly and customer focused Neighbourhood warden service, promoting respect for people, property and the environment. The team's role is to help maintain clean and safe neighbourhoods through a process of observation, interaction, inspection and strenuous manual work.

Key Accountabilities:

Day to day Supervision

1. Supervise a team of Neighbourhood Wardens delivering the Neighbourhood Warden Service to residents and ensure the team meets the required service standards.
2. Ensure the team responds promptly to reports of fly-tipping and graffiti, and maintains a robust inspection process of blocks of flats, garage areas and other Housing owned land. Supervise daily cleaning of high rise blocks and assist where necessary.
3. Organise daily/weekly work schedules and rota's and arrange cover where necessary. e.g. leave and sickness.
4. Carry out one-to-ones, appraisals, team meetings, sickness monitoring, induction, training and other personnel functions.
5. Ensure that all time sheets, expenses claims, leave applications for your team are authorised and submitted on time.
6. Assist with procurement/budget monitoring if required.
7. Deputise for the Neighbourhood Housing Services Manager, as required.
8. Be responsible for the team's health and safety, including risk assessments and health and safety training.
9. In conjunction with the Probation Service and Youth Offending Team, supervise offenders on Community Safety Orders, following appropriate training and risk assessments.

Liaison

1. Liaise with Senior Housing Officers, Neighbourhood Housing Officers and other Housing staff as necessary on estate and tenancy management issues.
2. Represent the Neighbourhood warden team at any relevant community, management or officer meetings (e.g., community forums or associations).
3. Encourage tenant and leaseholder interaction and involvement in estate and community issues.
4. Take part in corporate initiatives as required.

5. Work in partnership with other council services e.g. Housing Repairs, Community Safety, Streetsmart and other external agencies such as Police, Probation, Youth Offending Team

Record Keeping

Provide and maintain written and computer records of all work and activities, as required by the Neighbourhood Housing Service Manager

Core Duties

1. Ensure Neighbourhood Wardens are a visible presence on the estates, promptly tackling environmental issues such as fly tipping and graffiti and overgrown vegetation. Assist tenants with removal of bulky unwanted items. Carry out minor repairs e.g. replace light bulbs, missing fence panels, board up windows. Report other defects to the repair service.
2. Observe, report and support the community in tackling Anti-Social Behaviour (ASB) issues.
3. Undertake small projects and improvements such as gardening, improving signing and garage numbering. Manage ad-hoc projects (numbering of communal light fittings, fixing of signs, special cleans and litter clearances, graffiti removal projects, etc).
4. Identify and support vulnerable tenants and leaseholders (older people, victims of crime, homeless people) to access services, as and when appropriate.
5. To drive Council vehicles as required

Work Patterns

Core hours are 8.00 to 16.00 Monday to Thursday, 8.00 to 15.30 Friday. Weekend working, three hours on Saturday and three hours on Sunday will be on a rota system.

Supplementary Accountabilities:

1. Participate in equality and diversity training, information briefings and events as and when required.
2. Promote equality and diversity best practice in all areas of work.
3. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme.
4. Undertaking any other duties that can be accommodated within the grading level of the post.
5. To work within any team or from any base as directed by the Neighbourhood Housing Services Manager, and to transfer between teams if required.

<p>Job Scope: No & type of jobs Managed: Between 5-8 Neighbourhood Wardens</p> <p>Typical tasks supervised/allocated to others:</p>	<p>Job Scope:</p> <p>Budget:</p> <p>Assets: Equipment, tools, vans</p>
<p>Knowledge & Experience:</p> <p>Minimum:</p> <ul style="list-style-type: none"> • Physically fit and able to carry out strenuous manual labour • Significant experience in a related field including experience of face-to-face contact with the public • Previous involvement in environmental care and improvement • Educated to a good standard, e.g. GCSE or equivalent experience • Numerate and literate • Experience of making operational decisions on own initiative and without supervision • Excellent interpersonal skills • Accurate record keeping and written skills • Full driving licence • Preferred: • Experience of managing a team • Experience of working in local government, the Police or similar agencies. • Knowledge and experience of commercial cleaning 	
<p>Decision Making:</p> <ul style="list-style-type: none"> • Able to assess priorities of activities on a daily basis. • Strike a balance between Environmental and Community based work. • Ability to assess general maintenance issues and take appropriate action, e.g. carry out repair, order repair, request specialist advice. • Understand the potentially sensitive impact of decisions about service provision 	
<p>Contacts and Relationships: Internal 30%, External 70%</p> <ul style="list-style-type: none"> • Internal – Neighbourhood Wardens, Housing Officers, Housing Repairs, Streetsmart, Community Safety. • External – Residents, Contractors, Probation Service, Youth Offending Team, Emergency Services. • Contact with officers will be at Senior Housing Officer level (PO) to solve sometimes complex estate or tenancy issues. 	
<p>Creativity & Innovation:</p> <ul style="list-style-type: none"> • Practical problem solving skills. • Review service standards. • Solutions to estate/tenancy issues may lie outside current procedures. • Produce reports on performance and letters to internal/external contacts. 	
<p>Job Specific Competencies:</p> <ul style="list-style-type: none"> • Strong commitment to developing respect and self help within communities • Physically fit and able to climb stairs and carryout strenuous manual activities. • Ability to work on own initiative. • Ability to cope with emergency situations. • Problem solving. 	

- Good communicator, incorporating cheerful, friendly and outgoing approach to people

Health and Safety:

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within the Housing Health and Safety Policy.

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Data Protection:

In accordance with the provisions of the Data Protection Act 2018, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council’s written procedures.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the service, always in consultation with the postholder.

Employee Signature:

Print Name:

Date:

Line Manager’s Signature:

Print Name:

Date: