



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Neighbourhood Warden	Role Profile Number: EM 3005
Grade: L Salary:	Date Prepared: July 2019
Directorate/Group: Housing and Community	Reporting to: Lead Neighbourhood Warden
Structure Chart attached:	Yes

Job Purpose

Postholders are required to be able to carry out strenuous manual work, including lifting and loading of heavy items and to help maintain clean and safe neighbourhoods through a process of physical work, inspection, observation, and interaction with other teams and agencies. Postholders are required to deliver a friendly and customer focused warden service to neighbourhoods, promoting respect for people, property and the environment.

Key Accountabilities

1. Provide a regular inspection service of communal areas in blocks of flats to check health and safety issues (including preventative fire safety, reporting all defects and/or repairs and ensuring timely follow-up) and compliance with tenancy agreement. Remove any immediate hazards or flytip, and litter pick the immediate area.
2. Provide a cleaning and inspection service in high rise blocks as required.
3. Carry out fire alarm testing as required.
4. Be a visible presence on the estates, observing and promptly tackling environmental issues such as fly-tipping, graffiti, litter and overgrown vegetation.
5. Provide advice and assistance to tenants and the wider community on recycling to reduce household waste; carry out up-skilling, education and recycling initiatives.
6. Carry out minor repairs e.g. replace light bulbs, missing fence panels, change locks, board up windows. Report other defects to the repair service.
7. Support the community and Neighbourhood Housing Officers in tackling anti-social behaviour (ASB) issues, through observation, reporting and where necessary, intervention
8. As directed by the Neighbourhood Housing Services Manager and Lead Warden, undertake small projects and improvements such as gardening, improving signage and garage numbering.
9. Carry out ad-hoc projects (numbering of communal light fittings, fixing of signs, special

- cleans and litter clearances, graffiti removal projects, etc).
10. Identify and support vulnerable tenants and leaseholders (older people, victims of crime, homeless people) to access services, as and when appropriate.
 11. Attend and assist at evictions, where required remove and/or store belongings from properties and garages, and dispose of using efficient and cost effective methods e.g. inclusion of commercial waste containers.
Assist teams across Housing services to remove and/or dispose of any unwanted goods / possessions, where appropriate, up-cycle accordingly.
 12. To drive Council vehicles as required ensuring that they are driven in a safe, competent and professional manner, and following all DVLA driving standards
 13. Liaise with Neighbourhood Housing Officers and other Housing staff as necessary on estate management issues, and take part in estate walkabouts.
 14. Represent the Neighbourhood Wardens at any relevant community, management or officer meeting in the absence of the Lead Wardens (e.g. local forum meetings)
 15. Encourage tenant and leaseholder interaction on estate and community issues (e.g. attend community based events, and establish links with local voluntary groups)
 16. Establish involvement with schools within local area (e.g. school assemblies, fetes, fun days) to promote the warden service and pro-social behaviour
 17. Participate in appropriate corporate initiatives aimed at maintaining safe and clean neighbourhoods
 18. Promote resident involvement and action, including a Young Warden initiative
 19. Work in partnership with other Council teams and external agencies such as Police, Probation, and Youth Offending Team (YOT) as required. Give guidance to offenders referred to carry out 'community payback'
 20. To record and share data and information using IT systems and hand-held technology

Supplementary Accountabilities

1. Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. Promote equality and diversity best practice in all areas of work. Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion gender or other protected characteristic.
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 and to undertake a program of continuous development.
4. Undertake 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 Warden Manager and to transfer between teams if required.
6. Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.
7. 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.
8. Provide cover for sickness / leave wherever required within the Neighbourhood Warden team

Knowledge & Experience

Minimum:

- Physically fit, and ability to carry out strenuous manual work
- Good communicator, incorporating cheerful, friendly and outgoing approach to people
- Experience in a related field including experience of face-to-face contact with the public
- Understanding of landlord/tenant relationship
- Awareness of fire safety issues in buildings
- Able to act on own initiative
- Good interpersonal skills
- Numerate, literate and able to keep records
- Full driving licence (vehicle provided).

Preferred:

- Experience of environmental improvements
- Experience of community working
- Experience of working in local government, the Police or similar agencies
- Understanding of different systems in place at schemes and flats e.g. door entry, central heating, alarms, etc.

Qualifications

GCSE Maths and English grade C or above, or equivalent qualifications

Decision Making

Ability to assess general maintenance issues and take appropriate action, e.g. carry out minor repairs, order repairs, and request specialist advice. Know when to refer issues to line manager.

Creativity and Innovation

Dynamic risk assessments
Problem solving

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed	Responsibility	
Nil		
Typical tasks supervised/allocated to others	Asset Responsibility:	Council vehicles, comms devices
None		

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Internal – e.g. Housing Officers, Property Team, Schools, Youth Offending Team.
- External – Residents, Community Groups, Contractors, Probation Service, Emergency Services.
- Contact with officers will be on a ‘front line’ basis dealing with single issues and issuing routine advice.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	