



SWINDON
BOROUGH COUNCIL

Role Profile

Job title: Neighbourhood Warden Supervisor	Role Profile Number: SBC_10351
Grade: CFL 8	Date Prepared: November 2019
Directorate/Group: Housing & Communities	Reporting to: Neighbourhood Housing Services Manager
Structure Chart attached: No	

Job Purpose

In conjunction with the Neighbour Housing Services Manager, supervise a number of Neighbourhood Warden leads and their teams delivering a friendly and customer focused service, which promotes 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.

The supervisor will be responsible for the full day-to-day management of the service, and will undertake full line management responsibilities including; performance management, absence, training, development and support.

Key Accountabilities

1. To provide day-to-day supervision of the Neighbourhood Warden teams, ensuring that team and individual objectives and priorities are met and that the service provides an excellent customer journey throughout the Borough.
2. In conjunction with the Neighbourhood Housing Services Manager, ensure that the service continues to evolve and delivers value for money services. That continuous improvement and innovation is at the forefront of service delivery, and that key targets and milestones are exceeded.
3. To supervise the Neighbourhood Warden leads and their direct reports ensuring that a 'One Team' ethos is embedded throughout the service.
4. To take the lead in ensuring that all block inspections and Health and Safety and fire concerns across the service are incorporated throughout the teams, and that regular training is delivered.
5. To lead on projects and tasks such as the Young Wardens scheme, working within communities and schools showcasing the work that the service does, to work in partnership with partner agencies on joint initiatives and projects.
6. Ensure risk assessments and safe systems of working are regularly updated, particularly

around COSHH and data sheets. Ensure that appropriate PPE is worn at all times and that regular inspections are carried out and audited.

7. Role model expected behaviours and be an ambassador to SBC whilst representing the Borough at all internal/external meetings.

Day to day Supervision

1. Ensure that teams respond 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.
2. Supervise daily cleaning of all high-rise blocks ensuring a high quality and consistent service is achieved by all teams
3. Organise daily/weekly work schedules and rota's and arrange cover where necessary. e.g. leave and sickness.
4. Ensure that all time sheets, expenses claims, leave applications for your team are authorised and submitted on time.
5. Assist with procurement/budget monitoring if required.
6. Deputise for the Neighbourhood Housing Services Manager, as required.
7. In conjunction with the Probation Service and/or Youth Offending Team, supervise offenders on Community Safety Orders or Payback schemes, 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. Encourage tenant and leaseholder interaction and involvement in estate and community issues.
3. Take part in corporate initiatives as required.
4. 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

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. Promote and 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.
3. Ensure that any identified personal training needs are discussed with manager including being appraised in accordance with the Council's development and appraisal scheme, applying the principles of Investors in People, and to undertake a programme of continuous development.
4. In accordance with the provisions of the Health & 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 cooperate 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.

5. Undertake any other duties that can be accommodated within the grading level of the post

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.

Knowledge & Experience

- Ability to train and supervise a number of different staff roles within the team
- Significant experience in a similar environment
- Significant experience of managing staff and/or teams
- Knowledge of and experience of working with statutory and voluntary agencies
- Excellent all round communication skills
- Knowledge of environmental legislation

Minimum:

- 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, or with significant relevant 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.

Decision Making

- 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.
- Represent Swindon Borough Council and attend meetings, making informed and effective decisions.
- Ensure the service adapts with the needs and aspirations of customers and communities

Creativity and Innovation

- Expected to be able to consider complex issues relating to the service and contribute to discussion/resolution
- Recognise the need for sometimes seeking alternative solutions to problems
- Identify possible changes/improvements to working practices
- Review and develop team procedures in line with best practice or changes in legislation

<p>Job Scope:</p> <p>Number and type of jobs Managed: Up to 2/3 Neighbourhood Warden Leads Up to 10 Neighbourhood Wardens (in own team)</p> <p>Typical tasks: Management and supervision of staff and/or apprentices Work flow management and supervision Develop the service to expand and take on further projects / tasks</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No budget</p> <p>Supervisor reporting to Neighbourhood Housing Services Manager</p> <p>Offices, equipment, tools and 10 vans</p>
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Contacts and Relationships

Internal 30 External 70%

Internal: Neighbourhood wardens, Housing Officers, Housing Repairs, Councillors, Streetsmart Community Safety, Housing Managers, Housing Maintenance and Education.

External: Emergency Services, Residents, Contractors, Probation Service, Youth Offending Team, Emergency Services.

Contact with officers will be at Senior Housing Officer level to solve sometimes complex estate or tenancy issues.

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).