

Designation:	Neighbourhood Warden
Grade:	Stroud 3
Hours:	37 hours per week (8am - 9pm Monday to Saturday on a rotating shift)
Location:	District wide
Job Purpose:	To provide a link between the Council and the Community within the District covering aspects of the CDA, Environmental Protection Act and Community alarms.
Responsible to:	Senior Neighbourhood Warden
Responsible for:	No supervisory responsibility

KEY DUTIES

- Act as 'eyes and ears' for agencies and organisations, particularly those within the Stroud Community Safety Partnership, which relate to the 1998 Crime and Disorder Act. This will include basic information gathering on potential areas of crime
- Carry out Community Safety and Environmental Protection duties as required; this may involve working unsociable hours
- Respond to requests for community alarms from Doctors, Police, Social Workers, Health Visitors, hospital staff and through other enquiries, and advise them on the appropriate equipment to be installed and its suitability for the customer
- Assist with the promotion and installation of the community alarm service to external organisations and individuals
- To undertake corporate enforcement this will include issuing of PCN's and FPN's
- Responds to queries and complaints

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

SKILLS AND KNOWLEDGE

- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of working with the public at times in difficult circumstances
- IT Literate including the use of MS Office
- Ability to manage own time and workload and prioritise tasks accordingly

- Able to effectively manage own time and workload and competing priorities

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

COMPLEXITY AND CREATIVITY

- Complexity of Partnership working and understanding other organisations and their methods of working and the ability to create and build on complex inter organisational relationships
- Wider understanding of multi agency agendas and priorities
- Flexibility to work within the internal services of the Council and in both the County and national arena
- Recognition of the sensitivities of working in partnership
- Ability to work as a member of a team

JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules or procedures and advice is available if required.

CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action

RESOURCES

Responsible for the proper use and safekeeping of hand tools, small items of equipment and low cost materials or for the accurate handling and security of small sums of cash and cheques or financial resources.

TRAVEL DESIGNATION

A council vehicle will be provided for this post, however if a vehicle is not available the post holder will be expected to use their own vehicle. Mileage travelled on Council business will be reimbursed at the HMRC rate in accordance with the Council's Travel and Subsistence Policy.

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives
- To respond to emergencies/bad weather, by ensuring the services areas are able to continue delivery or make arrangements for their suspensions and informing the public
- Requirement to attend evening and weekend events/meetings
- To promote the Council's overall commitment to equality of opportunity/diversity at all times and work within the requirements of the Council's Equality Scheme
- To work with colleagues across the organisation as required in support of organisational goals.
- To undertake all training and development initiatives as required
- To work within Health and Safety guidelines in accordance with the Health and Safety at Work Act
- To work within the requirements of the Council's Environmental Policy and Management System
- DBS Check required
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.