Job Description and Person Specification

Job details

Job title:	Traveller Liaison Officer (TLO)
Grade:	NNCSCP14 (£23,688- £25,274)
Reports to:	NTU Manager
Responsible for:	Gypsy and Traveller Services within Northamptonshire.
Directorate and Service area:	Law & Governance Regulatory Services Northants Traveller Unit (NTU)
Location:	Current office: - Deene House, Elizabeth Street, Corby, NN17 1GD (moving to Haylock House, Kettering- Autumn 2027)

Job description

Primary purpose

- Working within the Northants Traveller Unit (NTU) advise on policy and manage development projects to support the Gypsy and Traveller communities ensuring the Travellers and Gypsies have access to services and entitlements.
- To directly manage unauthorised encampments across the county and where necessary, enforce under the Criminal Justice and Public Order Act 1994 and subsequent amendments in relation to unauthorised encampments of Gypsies and Travellers, including preparation and service of legal documents, attendance at court as well as carry out evictions.
- Advise senior managers and key councillors from North Northants and West Northants Councils. The NTU is part of an inter-agency agreement between both Authorities.

Principle Responsibilities

- To investigate reports of Gypsy and Traveller unauthorised encampments and associated nuisance.
- To undertake health, welfare, and educational needs assessments in line with the Council's Public Sector Equality Duty (PSED).

- To record and maintain accurate records, including location, details of vehicle/caravans and persons present.
- Where necessary, to gather and prepare evidence for legal proceedings, including eviction.
- To work in partnership with partner agencies to provide appropriate support and improve the outcomes of the Gypsy and Traveller communities where necessary, such as Housing, Social Services, and the Police.
- Contribute towards the improvement of NTU policies and procedures to ensure that they are effective.
- Provide specialist advice, guidance and information on Gypsy and Traveller matters to council officers, elected members and partner agencies, and prepare reports, briefings and recommendations as required.
- Develop and maintain effective partnerships and professional networks with key stakeholders, including local authorities, the Police, health services, housing providers and Gypsy and Traveller communities, to promote positive relationships, mutual understanding and community cohesion.
- Represent the NTU in local, regional, and national forums as requested and keep abreast of new developments.
- To assist with the improvement and development of existing Permanent and Transit Gypsy Sites.
- To ensure that reasonable care is always taken for the health, safety, and welfare of you and other persons and to comply with the policies and procedures relating to health and safety.
- To undertake any other duties commensurate with the grade and responsibilities of the job as directed by the Northants Travellers Unit Manager or nominee.

Person specification

Experience:

Essential:

- Experience of working effectively with vulnerable, marginalised or socially excluded communities, demonstrating sensitivity, professionalism and an understanding of complex social issues.
- Knowledge and experience of engaging with Gypsy and Traveller communities, including an understanding of the inequalities, barriers, accommodation needs and social disadvantages they may experience.
- A sound understanding of national, regional and local issues affecting Gypsy and Traveller communities, including relevant legislation, policy and service delivery considerations.

- Experience of the preparation of legal proceedings including unauthorised encampments and with Gypsies and Travellers.
- Excellent interpersonal, negotiation and communication skills, with the ability to build positive working relationships and work collaboratively with Gypsies and Travellers, partner agencies, elected members, and private, public and voluntary sector organisations.

Desirable:

- Experience of successful and creative development work with the Gypsy and Traveller community to build trust, improve communication and support positive outcomes.
- Experience of funding opportunities grants and partnership initiatives that may benefit Gypsy and Traveller communities, and experience of signposting or supporting access to relevant services and resources.
- Experience of working collaboratively with local authorities, statutory agencies, voluntary organisations and private sector partners to deliver coordinated services and resolve community issues.

Education and Qualification: -

Essential:

- Educated to HND or NVQ or equivalent experience.
- IT training, Word Processing, spreadsheets, and databases.

Desirable:

- BTEC or Professional qualification, accredited training, or equivalent experience relating to Gypsy and Traveller communities, housing, community development, enforcement, welfare, or partnership working.

Adjustment and Social skills: -

Essential:

- Excellent interpersonal and communication skills, with the ability to build trust, establish rapport and maintain effective working relationships with Gypsy and Traveller communities, partner agencies and members of the public.
- Strong negotiation, influencing and stakeholder engagement skills, with the ability to communicate confidently and effectively with a wide range of

audiences, including residents, elected members, statutory agencies and community representatives.
- Ability to work collaboratively as part of a team while also managing a varied workload, prioritising competing demands and working independently with minimal supervision.

Desirable:

- Experience of communicating effectively and building positive working relationships with colleagues, partner agencies and other stakeholders to improve service delivery and problem solving.
- Experience of working with and supporting elected members.

Abilities, intelligence and Special Aptitudes: -

Essential:

- Ability to analyse and communicate complex information/issues and present information effectively both verbally and in written reports.
- Ability to work flexibly and sensitively to meet both strategic and local needs.
- Ability to use ICT skills to support and develop work.

Desirable:

- Experience of writing and presenting concise reports at all levels.
- Experience of supporting the development of strategies and plans
- Experience of using Microsoft suite of software, including Teams.

Motivation: -

Essential:

- Commitment to achieving positive outcomes for the Gypsy and Traveller community.
- Ability to cope with high levels of pressure, workload and stressful situations.

Mobility: -

Essential: Full current clean UK driving licence and access to a vehicle with business insurance.

- Ability and willingness to travel to different locations across the County is an essential requirement of this post.

Equal opportunities: -

Essential:

- Demonstrable awareness of equality, diversity and inclusion issues, with the ability to work effectively and sensitively with people from diverse backgrounds, recognising their cultural, physical, social and welfare need.