



Neighbourhood Warden

Regulatory Services, Place & Economy Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To work as part of a team that is dedicated to improving the quality of life of communities by forging community links and establishing a reliable and targeted response to local needs.

To Act as a signpost to other agencies and council services and monitor progress of referrals. The role is one that can act as an ambassador for the local area, involve the community and develop its capacity to take action and promote responsibility for improving neighbourhoods. The post holder will be expected to carry out foot patrols, The role will include out of hours working on evenings and weekends in all weathers.

Accountable to:

This role is accountable to the Environmental Crime Manger. The role sits within Regulatory Services, part of the Place and Economy Directorate in West Northamptonshire Council.

Responsibilities:

1. To provide a uniformed high-profile presence by patrolling and act as point of contact for local businesses, local residents and the wider community and support their involvement in community ownership.
2. To encourage and engage the community, including local businesses and residents to facilitate positive changes in anti-social behaviour, in accordance with agreed Council policies.



**West
Northamptonshire
Council**

3. To educate communities about environmental issues and its implications to encourage responsible behaviour in issues such as littering or fly tipping.
4. To liaise with local schools and other youth focused services to educate and raise awareness about environmental issues.
5. To provide advice and support to local residents and where necessary direct them to other public bodies or agencies that may be able to assist (if not within WNC).
6. To deal with enquiries/complaints/correspondence from members of the public, assessing the nature and priority of the query and initiating any remedial action, in accordance with agreed Council policies and procedures.
7. To keep up to date with changes in legislation and to implement those that relate to the service provided, in accordance with Council procedures.
8. To liaise with the Police and other agencies and internal services to inform of or investigate offences and take enforcement action under appropriate legislation, including issuing fixed penalty notices, cautions, supporting the gathering of evidence and compiling reports and statements for Criminal Behaviour Orders and Acceptable Behaviour Contracts and other legal action. To ensure that all such action is taken in accordance with the Council's enforcement policy and procedures.
9. To gather evidence in respect of incidents of environmental defacement including fly posting, graffiti and other sources of littering and where possible to take action or identify sources for future action by other internal enforcement services or external agencies.
10. To foster and maintain links with community representatives (e.g. local businesses, community leaders etc), external agencies and other representative bodies such as Parish Councils etc in order to represent WNC and share information that contributes to community relations and empowerment and reduce crime and disorder. To work with area partnerships and residents' associations in furtherance of these aims and attend meetings as necessary.
11. To positively raise the profile and image of the Council in line with corporate policies.
12. To support emergency response to any emergency that may arise as required.
13. To ensure equality of opportunity is afforded to all persons both internal and external to the Authority, actively seeking to eliminate direct and indirect discriminatory practices or behaviour
14. Ensure that any office databases and other administrative systems and general supplied equipment are maintained serviced and regularly updated, undertake administrative/clerical duties within the office to support the operations of the service.
15. To participate in team working and actively contribute to the development of policy issues to ensure continuous improvement of the service.
16. To undertake training courses as appropriate and provide cover, advice, training and support to new and existing wardens as required.
17. To undertake any other duties from time to time as may be required within the grade for this post.

18. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
19. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
20. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Experience of dealing with people in a mediation role. The use of enforcement powers.	D	A, I
Excellent verbal and non-verbal communication /interpersonal skills to forge relationships with the local community and businesses and encourage motivate and enthuse in order to facilitate positive change.	E	A, I
Good written communication skills to present information accurately, clearly and concisely	E	A, I
Physically fit to be able to patrol areas	E	A, I
Public speaking/presentation skills	E	A, I
The ability to work alone and within a team and to deal with people firmly and fairly	E	A, I
Prioritising/organising heavy workload and use own initiative to set priorities, meet targets, monitor, evaluate and to review own workload.	E	A, I
To thoroughly pursue an investigation with a view to taking appropriate and commensurate action	E	A, I
To be able to deal with difficult situations and resolve conflict	E	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	D	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge of Environmental Crime/Anti Social Behaviour issues	E	A, I
Knowledge of general and personal health and safety issues.	E	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a community environment and dealing with businesses and members of the public in difficult situations	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
A Valid current driving licence (with access to a vehicle)	E	A, I, D
The post holder will be required to undergo training in order to become an accredited person for the purposes of the Police Reform Act 2002. An enhanced security/DBR check will be undertaken through the Police for this purpose. A high standard of personal honesty and integrity is required of the post holder in order to maintain the status as an accredited person.	E	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check, Police and Counter Terrorism Check.

Day-to-day in the role:

Hours:	37	Primary work base:	The Guildhall
Job family band:	Regulatory & Technical	Worker type:	Part-flexible
Salary range:	£33,369 - £36,163	Budget responsibility:	No direct budget responsibility
People management responsibility:	No direct reports		

Working conditions & how we work:

The role will require regular patrolling in all weathers, appropriate clothing will be supplied, you will be required to work some evenings and an occasional weekend.

This role has been identified as a part-flexible worker type, this means that you will be based at a specific work location, but will also have the ability to work from other locations to meet the demands of the role, when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

