

Redditch Borough Council

Job Description and Person Specification

Job Title: Neighbourhood Warden – Redditch

Directorate: Community and Housing Services

Grade: Grade 5

Responsible to: Community Safety Manager

Responsible for: No Direct Reports

Purpose of the Service - Keep my place safe and looking good

Purpose of the Role

Neighbourhood Wardens play a crucial part in maintaining safety, well-being and cohesion in local areas by providing a visible and approachable neighbourhood protection presence. Wardens act as a point of contact for residents, providing support for issues such as anti-social behaviour, environmental concerns and community engagement. Wardens work closely with other council services, and community safety partners such as the police, housing providers, community groups and local businesses to address neighbourhood problems, promote community pride and encourage positive behaviour in public spaces.

Main Duties and Responsibilities

- Patrol residential areas, parks, and public spaces to ensure a visible, reassuring community protection presence; particularly in areas that are identified as being disproportionately affected by aspects of criminality and anti-social behaviour.
- Report suspicious activities to the police and assist in the prevention of crime and disorder e.g. thefts, vandalism and anti-social behaviour.
- Act as an approachable point of contact for residents to report non-urgent community safety issues and provide information on local services.
- Where appropriate, take enforcement action against anti-social behaviour and environmental issues, utilising the range of tools and powers available.
- Ensure that any confrontational or aggressive situations are dealt with appropriately utilising de-escalation techniques and methods.
- Monitor public spaces for issues like littering, graffiti, and damage to communal property and report to the relevant service areas for remedial action.

- Work with other services and agencies to coordinate and support timely landscaping, cleansing and/or repair efforts, addressing and escalating unresolved and stuck issues to relevant services and partners promptly.
- Under the supervision of the Community Safety Manager, to co-operate with investigations conducted by other service areas or community safety partners, engaging with and carrying out agreed actions in support of the prevention/reduction of crime and ASB in local neighbourhoods. In doing so, maintain accurate pocket note book entries and maintain all relevant records to support subsequent enforcement procedures that may be required.
- To manage own workloads and carry out the duties required ensuring that all work undertaken is carried out in an efficient and effective manner. Also to ensure that all activity complies with all relevant crime and ASB procedures, policies and codes of practice and is also in accordance with all council policies and statutory requirements.
- Ensure that personal identification is always carried and any issued uniform is worn at all times when on duty and maintained in a clean and tidy order. Also keep and maintain any equipment, tools and additional health & safety and/or wet weather provision allocated to support safe service delivery.
- To drive any allocated Council vehicle in accordance with the Highway Code adhering to all corporate vehicle/driving policies and procedures; and maintain any vehicle provided in a safe, clean and tidy condition reporting any defects immediately as per established vehicle allocation policies.
- Attend and assist in the co-ordination of local events and meetings to engage with residents around issues of community safety, encouraging and fostering positive relationships within communities.
- Provide enhanced guidance and support to vulnerable individuals, such as the elderly, victims of crime and minoritised communities to assist them in accessing relevant services and support.
- Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
- To assist the Community Safety Manager and the wider team in developing the Neighbourhood Warden service to meet all corporate and Community Safety Partnership aims and objectives, supporting continuous service improvement.
- To ensure that a problem solving approach is applied to issues, and work is carried out collaboratively with a 'one team approach' working alongside other service colleagues and community safety partners.
- To work on a rota basis, in pairs and if required directly with Police Officers, Environmental Place Teams, Tenancy Officers and other on-the-ground teams.

- To carry out all administrative tasks as necessary, ensuring that required performance data and measures are collated, interpreted and used to inform continuous improvement of service delivery.
- To undertake identified training, building skills and knowledge and maintaining awareness of legislative changes and industry best practice in order to ensure the safe and efficient performance of these duties.
- To undertake any other reasonable duties required for the role, subject to adequate training and supervision.

General Duties

- To ensure efficiency, effectiveness and equality in service delivery.
- To exercise proper integrity and respect of confidential matters and personal information obtained during the execution of the duties of this post.
- To reflect the Council's core values and objectives in undertaking the duties of this post.
- To provide outstanding customer services to all customers, colleagues, elected Members etc in line with corporate Customer Service policy and strategy. In particular by building trust, taking responsibility and assuming ownership of issues, actively listening, communicating with empathy and being flexible and adaptable to meet the needs of others.
- To understand and comply with the legal requirements of the Health and Safety at Work Act 1974 and any other relevant regulations as detailed in the Council's Health and Safety Policy Statement.
- To carry out all duties and responsibilities in accordance with the UK GDPR, the Data Protection Act 2018 and associated legislation (*at this stage The Data (Use & Access) Bill is going through parliament*) and Council policies.

Person Specification

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

- 1 – Application form
- 2 – Interview
- 3 – Exercise (e.g. psychometric, case study, presentation etc)
- 4 – Evidence (e.g. certificate, membership card, course registration etc)

Knowledge and Experience

	Knowledge and Experience	Essential / Desirable	Assessed By
1.	Minimum two years of experience of using relevant UK ASB and Environmental legislation e.g. The ASB, Crime and Policing Act 2014 The Clean Neighbourhoods & Environment Act 2005 The Environmental Protection Act 1990 Local Government (Miscellaneous Provisions) Act 1982	E	1, 2
2.	Experience of working in Policing or another uniformed enforcement role	D	1, 2
3.	An understanding of the key community safety issues facing the people of Redditch	E	1, 2
4.	Knowledge and experience of applying the key principles of crime and ASB reduction and prevention	E	1, 2
5.	Experience of effectively and appropriately utilising enforcement procedures in line with relevant legislative requirements and protocols	E	1, 2
6.	Experience of issuing enforcement warnings and notices to members of the public and the business community etc. within a relevant legislative remit.	E	1, 2
7.	Experience of using strong investigation skills and an understanding of conducting interviews under the Police and Criminal Evidence Act (PACE) 1984, collating all relevant information to standards required for legal proceedings	E	1, 2
8.	Experience of working in partnership and liaising with other services, partners and agencies to promote effective neighbourhood management and community cohesion	E	1, 2, 3
9.	Experience in influencing, guiding and supporting through effective leadership skills, with tact and diplomacy	E	1, 2, 3

Qualifications, Certificates and Professional Memberships

	Qualifications and Professional Memberships	Essential / Desirable	To Be Assessed By
1.	Level 3 Award in Crime Prevention or above (College of Policing)	D	1, 2, 4
2.	Educated to minimum GCSE Level 4 (C) or equivalent.	E	1, 2, 4
3.	Ability to achieve Enhanced DBS Certificate	E	1, 2, 4
4.	Valid Current Driving Licence	E	1, 2, 4

Job Specific Skills, Behaviours and Personal Attributes

	Job Specific Skills, Behaviours and Personal Attributes	Essential / Desirable	To Be Assessed By
1.	Effective communication skills to be able to correspond and engage with residents, other service teams, partner agencies and other stakeholders, listening to concerns, and explaining a range of information	E	2, 3
2.	Problem-solving abilities, carrying out situational assessments and ability to identify solutions or escalate problems when necessary.	E	2, 3
3.	Able to work flexibly to meet the needs of the customers which includes evening, weekends and bank holidays as and when required and in various locations across Redditch.	E	2
4.	Empathy and understanding of community needs with the ability to deal with customers tactfully, sensitively and with compassion.	E	1, 2
5.	Conflict resolution skills with the ability to mediate, remain neutral, and find compromises de-escalating and diffusing disputes and confrontational situations.	E	1, 2
6.	A working knowledge of the town with an understanding of the different neighbourhood areas, demographics and specific community issues.	D	1,2
7.	Physical fitness to be able to carry out neighbourhood patrols and respond quickly to incidents and fast moving situations.	E	1,2
8.	Cultural sensitivity and the ability to engage with respect and understand the diverse backgrounds of community members fostering inclusivity and empowerment.	E	1,2