

## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

<b>DEPARTMENT:</b> Place	<b>SERVICE GROUP:</b> Neighbourhood and Customer Services
<b>POST TITLE:</b> Neighbourhood Warden	<b>REPORTS TO:</b> Warden and Environmental Enforcement Manager
<b>GRADE:</b> Band 6	<b>SAP POSITION NUMBER :</b> various

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

<b>Key Purpose of Post:</b>
<ul style="list-style-type: none"><li>• Work with a range of officers and partners, including Ward Officers, Environmental Enforcement Officers and parks and cleansing staff, to deliver on projects identified in Ward Plans and other community-based initiatives to improve the quality of life and environment for residents, businesses and other stakeholders.</li><li>• Educate and engage residents, businesses and other partners to encourage them to take more responsibility to bring about behaviour change.</li><li>• Provide a patrolling and reassurance role, acting as the 'eyes and ears' of the Council, promoting a positive image of the Council.</li></ul>
<b>Main Responsibilities of Post:</b>
<p><b>Reassurance/patrolling:</b></p> <ol style="list-style-type: none"><li>1. Patrol local town centres, neighbourhoods, parks, cemeteries and other open spaces across the district in order to provide reassurance and identify environmental and community safety issues that need to be addressed.</li></ol>

2. Provide a mobile quick response around environmental issues and, mostly in partnership with the Police, low level anti-social behaviour (including off-road bikes).

**Community engagement and encouraging active citizenship:**

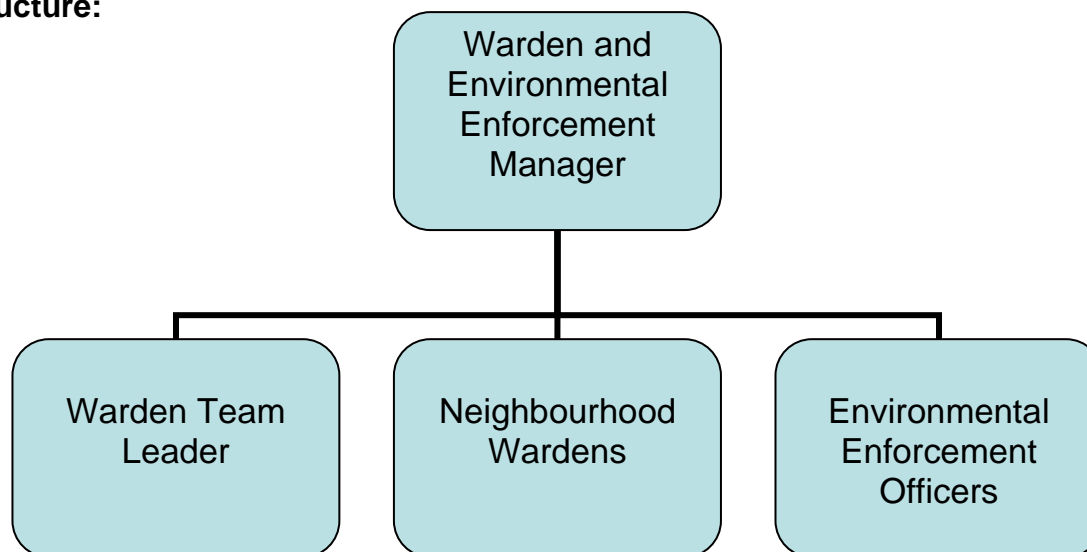
3. Provide information, advice and support to residents and businesses and signpost them to local facilities and public services as appropriate.
4. Encourage residents and businesses to play an active role in their neighbourhoods and support community development projects undertaken by residents, public, private and voluntary sector organisations, 'Friends of' groups, work with schools and Street Rep projects.
5. Be involved in practical community improvement activities such as community clean-ups and fun days and participate in multi-agency initiatives.

**Environmental and community safety issues:**

6. Patrol neighbourhoods to identify and deal with environmental issues that are having a detrimental effect on the quality and amenity of the neighbourhood, eg rubbish in gardens, fly tipping, overhanging vegetation, blocked gulleys and highway obstructions.
7. Educate and advise residents and businesses about the Council's policies in relation to rubbish collection and disposal, recycling, litter and duty of care.
8. Deal with complaints from the public about environmental issues and escalate cases to Environmental Enforcement Officers when necessary.
9. Investigate waste crime such as fly tipping, gather evidence and obtain witness statements to support formal action including prosecutions.
10. Prepare, draft and serve certain specified notices, including fixed penalty notices for littering and dog control order offences, and enforce park bylaws. Issue warning letters, eg Community Protection Warnings, as appropriate.

**Operational duties:**

11. Maintain accurate records of activities, incidents and issues, and of follow-up actions and their results using handheld technology. Gather evidence where necessary.
12. When required and duty-related, provide witness statements and participate in the judicial process, including appearing before court.
13. Offer support and advice to the public in distress, without being directly involved in, or responsible for, their welfare. Call for emergency assistance as required.
14. Work in accordance with agreed protocols, procedures and regulations, including those on communication, health and safety and conduct and behaviour. Comply with relevant local and national statutes, regulations and policies.

**Structure:****Special Knowledge Requirement. Will be used for shortlisting.****Essential**

**Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.**

Due to the Government's 'Fluency in English Duty' for posts where employees speak directly to members of the public, the post holder is required to meet the 'Advanced' threshold level as the post requires a greater level of sensitive interaction with the public. The person will need to demonstrate during the interview that:

- a) they can express themselves fluently and spontaneously, almost effortlessly and
- b) only the requirement to explain difficult concepts hinders a natural, smooth flow of language.

X

Awareness of problems that will impact on residents.

X

Able to use a range of IT packages, including on Smartphones.

X

Able to follow working practices, rules and procedures.

X

Good listening and speaking skills with both individuals and groups of people. To be persuasive and able to encourage changes of behaviour.

X

Understands the importance of confidentiality and data protection.

X

Able to be assertive and to question and challenge to obtain information

X

Able to write short sentences, to enable you to accurately record information related to your work.

X

Able to cope with difficult and stressful situations.

X

Able to diffuse difficult and potentially harmful situations, where appropriate.

X

Able to develop positive relationships and networks with residents, businesses and other workers.

X

**Relevant experience requirement: Will be used for shortlisting**

No specific requirements.

**Relevant professional qualifications requirement: Will be used for shortlisting**

Good literacy and numeracy skills

<b>Core Employee competencies to be used at the interview stage</b>		
<b>Carries Out Performance Management</b>		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
<b>Communicates Effectively</b>		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
<b>Carries Out Effective Decision Making</b>		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
<b>Undertakes Structured Problem Solving Activity</b>		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
<b>Operates with Dignity and Respect</b>		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
<b>Working Conditions:</b>		
<p>While all post holders may be required to operate in any area depending on the needs of the service, post holders will generally be assigned to a particular area and should appreciate that the particular duties, composition of these and special conditions of service may vary according to their location.</p> <p>Post holders will be expected to unsocial hours, including weekends, occasionally.</p> <p>The nature of the post means that the post holder will come into contact with irate members of the public. Verbal abuse is common and while physical assault is rare, there is a potential for this.</p> <p>Uniform provided by the council will be worn at all times.</p> <p>Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.</p>		
<b>Special Conditions:</b>		
Management require that the following checks be carried out as part of the recruitment process: DBS check. You may also be required to complete police vetting.		
<b>Compiled by: LW</b>	<b>Grade Assessment</b>	<b>Post Grade:</b>
<b>Date: October 2018</b>	<b>Date: Oct 2018</b>	<b>Band 6</b>