Job title: Neighbourhood Warden

Line manager: Warden Team Leader

Grade ***(if applicable): 4***

Direct reports:

Role purpose:

To provide excellent front line customer service by working within a dedicated team of Neighbourhood Wardens, with partner agencies to investigate incidents of anti-social behaviour, estate security, tenancy enforcement and general quality of life issues.

To ensure our customers' needs are met and the departmental/team objectives are achieved.

Key results:

To develop and maintain relationships with external and internal stakeholders in order to support our customers.

To assess clients' needs to ensure effective service delivery.

To advise and support our customers in resolving their queries and issues, ensuring that their expectations are managed and proactive resolutions are identified.

To be part of a team tackling issues related to antisocial behaviour (ASB), tenancy enforcement, environmental enforcement and general quality of life issues for our residents.

To receive referrals on the above and carry out relevant activities, as directed, which support case resolution.

To ensure a highly visible presence on the estates and neighbourhoods.

To prioritise the investigation of cases.

To serve notices on tenants where required.

To attend evictions as required.

To attend Gas Forced Entries and provide quality reports and evidence when Tenancy issues arise from these.

To carry out investigation operations, including the use of electronic image or sound gathering equipment as appropriate to gather evidence on ASB cases.

To work with other staff, victims of and witnesses to acts of ASB to ensure that evidence is available to initiate legal or other proceedings.

To act as a professional witness in legal proceedings in criminal or civil courts if required and to give evidence as necessary.

To use the designated powers provided by Local Authority in the issuing of Community Notices and Fixed Penalty Tickets and the production of quality evidence to support these Notices.

To manage and deal with all Abandoned Vehicle Allegations including the completion of all necessary steps as per policy and procedure before removal of such abandoned vehicles.

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To deal with all CCTV requests and complete regular checks to ensure systems are working correctly and raise faults when they become apparent.

To work with colleagues and other agencies to make use of the full range of interventions and sanctions both formal and informal.

To update and maintain systems/ records to ensure that information/data is kept up to date and accurate and that KPI's are met.

To produce reports as required and assist with other tasks and projects as requested.

To ensure that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organisation.

To keep up to date with changes in best practice and updates to policies and procedures.

To promote mediation services for proactive resolution of disputes and lower level cases.

To undertake other tasks and projects as reasonably required in order to meet the varying demands of the business.

The completion of Community Protection Notices and issuing of Fixed Penalty Tickets.

Meeting standards for performance, conduct and attendance, achieving personal performance targets and the willingness to commit to working out of hours where necessary.

Adherence to performance targets set out in the Anti-Social Behaviour, Hate Crime and Domestic Abuse Policies.

Participation in working groups on major works programmes, security strategies and community development on estates identifying opportunities to improve community safety via these programmes.

Successfully gathering evidence and preparing witness statements to high standard with accurate legal references where required.

Systems, reports and case files are kept fully updated and accurate.

Plans and organises effectively and builds a strong reputation for providing first class customer service.

Suggests and implements improvements to procedures and systems.

To follow Peabody Health and Safety policies and procedures to ensure, as far as is practicable, your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties.

Success metrics:

Improved customer satisfaction, including positive feedback to the business.

Effective partnership working with external agencies demonstrated by attendance at agency meetings and casework liaison, resulting in the reduction and effective resolution of ASB cases.

About you:

You will be:

Your basic hours of work are 35 hours per week shift work between the hours of 7am and 10pm Wednesday – Sunday

You are required to be flexible and organise your working hours to ensure the effective delivery of all required services and projects, taking into account any evening and weekend working subject to line management approval including joining the out of hours working rota.

Occasional confrontational situations requiring a high regard for Health and Safety, including personal safety

You will have:

Good level of education

Proven experience of delivering excellent customer care.

Excellent communication skills

Proven ability to defuse difficult and challenging situations

Demonstrate a good level of practical knowledge and skills around problem solving

Understanding of the Anti-Social Behaviour Act 2014, Care Act 2014 and Children's Act 1989

Demonstrates a professional approach

Experience of using a wide range of IT software packages

Current full UK driving licence

This role is a Thamesmead focused scope and occasionally outer areas, the successful applicant will be expect to patrol and travel between sites.

Will be required to complete a pre-work health questionnaire / assessment for the role.

Desirable

Relevant professional qualification.

Proven experience in the area of investigation and enforcement.

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