

Neighbourhood Warden – Horsham Town

Department	Community Services
Pay Grade	G5
Responsible to	Neighbourhood Warden Team Leader

Role Purpose

Working within the Housing and Community Services department, providing a support service for the area covered by Horsham Town Council, for the benefit of all members of the community; in partnership with other service providers, businesses and the voluntary sector.

To ensure that local services are responsive to the needs and problems of the community, whilst promoting community cohesion and resilience.

To deliver the key aims of the Horsham District Community Safety Partnership and Town Council priorities, working in co-operation with Horsham Town Council, Sussex Police and other key partners in the public and voluntary sector within designated geographical areas of Horsham District.

Role Specific Responsibilities / Accountabilities

- To provide a flexible, responsive and dynamic neighbourhood management service aimed at improving quality of life issues for members of the community within Horsham Town.
- To patrol the town, mainly by means of foot patrol or car, providing a highly visible and reassuring presence to deter crime and anti-social behaviour. Working in partnership with Sussex Police and the Council's Anti-Social Behaviour Team, taking action as appropriate including, but not limited to, utilising available powers under the Community Safety Accreditation Scheme and the Clean Neighbourhoods and Environment Act 2005, the Anti-Social Behaviour, Crime & Policing Act 2014 and Environmental Protection Act 1990.
- To act as an advocate for local residents and businesses to ensure that they are benefiting from the full range of service provisions, both locally and nationally.
- To make the best use of the existing facilities within the town and ensuring accessibility.
- To attend town events where required, providing stewarding and emergency management support.
- To offer targeted support to vulnerable members of the community (through age, infirmity, disability etc), working to build professional relationships to respond to their needs and referring to other agencies as necessary.

- To work with all members of the community to promote and encourage social inclusion, reducing the fear of crime by establishing trust and overcoming difficulties by inspiring community purpose.
- To promote the health and wellbeing of residents within the Parish, ensuring that all members of the community can access appropriate services.
- To follow the guidelines and principles of the Council's Sustainability Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Educated to both GCSE and A Level, or equivalent.
- Experience dealing with the public.
- Ability to identify problems quickly and to use own initiative and an adaptable approach to find a solution.
- Ability to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing.
- Willingness to work collaboratively with the Parish Council, District Council and a range of agencies.
- Competent IT user able to use and learn different packages and systems.
- Customer service skills.
- Ability to work as part of a small team.
- Willingness to qualify as an accredited Person under the Sussex Police Community Safety Accreditation Scheme following a training programme (provided).
- Full and current UK driving licence.

Desirable Criteria

- Experience of working with young people.
- Experience working within a community safety environment.
- Previous experience of partnership working.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships

- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly