

# Neighbourhood Warden Team Leader

<b>Department</b>	<b>Community Services</b>
<b>Pay Grade</b>	<b>G6</b>
<b>Responsible to</b>	<b>Community Services Manager</b>

## Role Purpose

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Working as part of the wider Community Services team, the Neighbourhood Warden Team Leader will provide operational line management and support to Horsham District Council's Neighbourhood Warden Teams.

## Direct Reports

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- Neighbourhood Warden (Steyning, Bramber & Upper Beeding) x2
- Neighbourhood Warden (Ashington) x2
- Neighbourhood Warden (Pulborough) x2
- Neighbourhood Warden (Billingshurst) x2
- Neighbourhood Warden (Horsham Town) x2
- Neighbourhood Warden (Southwater) x2
- Neighbourhood Warden (Storrington and Sullington) x2

## Role Specific Responsibilities / Accountabilities

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- The Neighbourhood Warden Team Leader is required to be fully trained as a police-accredited Neighbourhood Warden (training provided) so as to cover some Warden absences when necessary.
- To manage the Sussex Police accredited Neighbourhood Wardens in close liaison with Parish and Neighbourhood Councils to ensure the schemes are operating to a high level. Leads regular Steering Group meetings and ensures the wardens are working to the priorities set by the Parish and Neighbourhood Councils and that they in return are satisfied with the service.
- To provide a highly visible and accessible service to deter crime and anti-social behaviour, taking action as appropriate including, but not limited to, utilising the powers available to staff under the Community

Safety Accreditation Scheme, the Clean Neighbourhoods and Environment Act 2005 and the Anti-Social Behaviour, Crime and Policing Act 2014.

- To assist with the recruitment, training and development of the team in line with the National Occupational Standards for Community Wardens, to ensure they provide an effective and efficient service.
- To work closely with the Police, Fire & Rescue and other agencies regarding the Community Safety Partnership priorities and projects, to ensure the key priorities are being met.
- To work on key statutory duties to reduce crime and disorder and anti-social behaviour through the district: e.g. Emergency Planning, Community Safety and Wellbeing, Community Protection/ Warnings and Notices, Fixed Penalty Notices etc.
- To assist the warden team in developing local projects that will benefit local communities.
- To assist the team in offering targeted support to vulnerable members of the community, ensuring they maintain professional relationships and make appropriate referrals to other agencies as appropriate.
- To work with the council's Communications team to raise the profile of the neighbourhood wardens and relevant priorities both internally and externally within the community.
- To support the wider Communities team in delivery of specific priority areas detailed in both the Partnership and Delivery Plans, where these are relevant to the neighbourhood wardens.
- To facilitate links between the wardens and the wider Communities team as appropriate.
- To regularly review the Standard Operating Procedures to ensure that they are fit for purpose and suggest changes where appropriate.
- To manage budgets for each scheme for equipment, uniform, car hire and project support.
- The Neighbourhood Warden Team Leader will be expected to work a 6-day shift pattern (over 5 days), in order to work alongside the wardens.
- The Neighbourhood Warden Team Leader will be expected to wear warden uniform (provided)
- To qualify as an Accredited Person under the Sussex Police Community Safety Accreditation Scheme following a training programme (provided). Knowledge, Skills and Qualifications
- To carry out such other duties that may reasonably be required.

## Knowledge, Skills and Qualifications

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

### Essential Criteria

- Experience of working in a multi-agency environment.
- Management and/or supervisory experience.
- Customer service experience.
- Experience in administration and clerical procedures.
- Customer service skills.
- Excellent organisational skills.

- Ability to identify problems quickly and to use own initiative and an adaptable approach to find a solution.
- Good written and oral communication skills, able to handle complaints and communicate with a range of people including, Councillors, Managers, Police Officers and members of the public.
- Ability to communicate with a range of people from different backgrounds including ethnic, social and professional, both verbally and in writing.
- Investigative, analytical and research skills.
- Competent IT user, able to learn and use different packages and systems.
- Educated to both GCSE and A Level, or equivalent.

### **Desirable Criteria**

- Experience Working within a Community Safety Framework.
- Knowledge of Anti-Social Behaviour protocols and good practice.
- Knowledge of Community Safety Partnerships.
- Some knowledge of Criminal Law, The Crime and Disorder Act 1998 and the Anti-Social Behaviour, Crime and Policing Act 2014.

## **Appendix**

### **Generic Employee Responsibilities / Accountabilities**

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- Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Council's strategic objectives and Corporate Plan through the development of business plans.
- Ensure that all duties are carried out in compliance with statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement changes to improve / enhance performance to continuously deliver improvements to services.
- Develop team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the Council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the Council and so building a positive image of the organisation.
- Participate in the recruitment and management of team members, giving clarity regarding targets, standards and performance expectations. Review performance giving regular feedback and implementing solutions to address both high performance and poor performance. Before acting as recruiting manager you must partake in training on the Council's recruitment processes.

- Ensure all team members, and new team members, including casual workers undertake mandatory training (Fire, Health and Safety, Data Protection and Safeguarding).
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, inclusion, access to services and tackle 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.
- Assess risk management in service areas and follow 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 necessary 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

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**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

- Managing customer service
- Constructive customer relationships
- Improve customer service to meet local needs and aspirations

### Achieving Excellence

- Strive to be an excellent organisation
- Deliver continuous service improvement

- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

## Our People

- Support the team to work collaboratively
- Invest in our people for continuous improvement
- Support creativity and responsibility