

Housing Estate Warden

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Job Description

Job Title Housing Estate Warden

Location Civic Centre

Grade/Salary Range RG5b

Service/Directorate Tenant Services
Directorate of Economic Growth & Neighbourhood Services (DEGNS)

Job Purpose

1. To provide a high-profile presence on Housing estates, making those who live, work and visit feel safe and welcome.
2. To establish a recognised local presence and contact point to improve the quality of life for residents.
3. To ensure the service is delivered in accordance with the objectives of the Housing and Communities Service

Designation of Post and Position within Departmental Structure

1. Reports to Tenant Services Team Leader

Main Duties and Responsibilities

Duties include but are not limited to:

Having a high-profile presence on Housing Estate and to patrol the area

- 1) Carry out appropriate intervention with low level offenders, i.e. those who are fly tipping, dropping litter, parking vehicles in restricted areas
- 2) Report more serious matters to the police
- 3) Report vandalism and work with the community to identify persistent culprits, gather evidence and involve the police. Challenge individuals observed in the act of vandalism.
- 4) Check security of empty properties and monitor for abandonment/sublets
- 5) Identify drug hotspots, gather evidence and work with the police
- 6) Assist police by providing community intelligence and supporting victims of crime
- 7) Challenge suspicious behaviour
- 8) Investigate incidents of antisocial behaviour and nuisance. Assist in gathering evidence and where necessary act as an expert witness.
- 9) Support neighbours and witnesses experiencing problems with nuisance
- 10) Support vulnerable residents and sign post to support services
- 11) Carry out surveillance of low-level nuisance
- 12) Challenge owners responsible for dog fouling
- 13) Arrange removal of abandoned cars and identify persistent culprits
- 14) To undertake a range of health and safety and other checks in blocks including emergency lighting, fire alarm and fire safety inspections.

- 15) Develop links and trust with local youth and parents and encourage a feeling of community and pride in housing estates.
- 16) To assist with community surveys and work with others to maximise resident involvement.
- 17) Work jointly with other Council and external agencies (e.g., ASB Team Police, Probation team etc) on casework and visits in support of multi-agency interventions in a specific block or the local area.
- 18) Maintain 'records and electronic files which are accurate, and which comply with the requirements of GDPR.
- 19) To keep up to date with changes in law, legislation and procedure which impact on the role of the Housing Block Warden, including changes relating to tenant/landlord, Health and Safety, General Data Protection etc
- 20) To ensure that any areas of responsibility that are subject to a risk assessment are reviewed and audited regularly and that all accidents/incidents are reported. Ensure that these reports are reviewed and that a full investigation is carried out and appropriate remedial action taken where necessary.
- 21) Assess the risks associated with lone working and other health and safety hazards associated with the technical nature of the job including the ability to communicate and report un-assessed risks to others.
- 22) Deliver the service with the highest possible standard of customer care, resolving on site problems with resident as effectively as possible when they occur.
- 23) Supporting the Housing Officers in Investigating and responding to enquiries and complaints from tenants, MPs and elected members as instructed
- 24) Advise and make recommendations to senior officers on contentious issues.
- 25) Actively support resident engagement and participation to encourage residents to take responsibility and ownership for the improvement of their local environment with the emphasis on achieving resident commitment to develop and deliver improvements (focusing on the 'quality of life' issues - graffiti, vandalism, refuse, recycling, estate maintenance and general environment).
- 26) Provide realistic and positive advice to residents about the services and support that the Council can offer and what cannot be provided.

General

1. Provide help and advice to colleagues.
2. Prepare reports on caseload for meetings with Team Managers.
3. Contribute to the development of the team.
4. Participate in working groups to improve and develop the service.
5. Attend training and development events, as and when needed, as well as take responsibility for own personal development.
6. Ensure individual targets are met and contribute towards the meeting of team targets.
7. Contribute to the development of project work specific to a patch area or more broadly across the team area.

Scope of Job (Budgetary/Resource Control/Impact)

1. Not responsible for staff.
2. Work on own initiative within schedules set by the Manager/Team Leader.

Special/Other Requirements/Responsibilities of this Post

<i>Level of DBS check required for this post</i>	Enhanced
<i>What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks)</i>	NONE
<i>Is this post “politically restricted”?</i>	NO
<i>Responsibility for Health & Safety:</i>	LEVEL 2
<i>Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</i>	Have due regard to policies in place to minimise individual risk e.g. Health & Safety policies.
<i>Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above</i>	NONE

Person Specification

Qualifications/Education/Training

1. Minimum of 3 GCSE's at or above grade C.

Experience

1. Minimum of 2 years' experience of providing a front-line customer focused service.
2. Experience of working in one of the following areas would be an advantage (Maintaining order, Crime prevention, anti-social behaviour)
3. Experience of complying with safe working practices.
4. Experience of working in a customer service environment, dealing with sometimes difficult customers face to face.
5. Ability to work effectively as part of a multi-functional team.
6. Experience of working in partnership with other agencies.
7. Experience of pro-active community engagement work.

Skills, Abilities & Competencies

1. Ability to manage conflict and aggression that may arise with the public in the operation of your duties
2. Able to communicate at different levels with client groups demonstrating empathy and understanding in relation to customer needs often in stressful situations.
3. Able to identify and communicate quickly the relevant issues and problems within complex situations and make recommendations and decisions.
4. Able to prepare reports and case notes for managers, working group and other meetings.
5. Able to work in partnership with internal and external partners and agencies to deliver an effective service to tenants.
6. Able to work using own initiative in the completion of identified personal work plan and team work plans.
7. High level organisational and time management skills.
8. Able to prioritise short, medium and longer term work tasks.
9. Able to identify and initiate improvements in service delivery.
10. Able to meet individual performance targets and contribute towards the meeting of team targets.
11. Ability to identify, interpret and apply legislation, case law, policy and good practice to work decisions and actions.
12. Ability to investigate and record information in a methodical manner within a defined procedure and to make complex decisions with limited guidance.
13. Support others to prepare cases for court hearings and give evidence as a witness in court hearings.
14. Able to work effectively as a member of a team.
15. Able to adapt positively to change and demonstrate a flexible approach.
16. Ability to research and write leaflets and information sheets to enhance greater communication and understanding of service delivery.
17. Ability to undertake and self-manage project work specific to a block or patch area or more broadly across the team area.
18. Must be able to work unsupervised.
19. Must be able to train and provide advice and guidance to others in the team.
20. IT skills (Word, Outlook, databases).

21. Willingness to undertake relevant training and development.
22. Able to attend meetings outside of normal working hours and provide cover for colleagues during times of service need.
23. Able to undertake site visits and access all parts of building.
24. To adhere to the council's lone worker policy and procedures.
25. Have an understanding and appreciation of Reading's diverse population.
26. Must have daily use of own vehicle.

Specific Working Requirements

1. Evening and weekend work (Shift/Rota)
2. The postholder will be required to wear a uniform that will be provided