

Role Profile

Job Title:	Gypsy & Traveller Liaison Officer	Grade: 9	Spinal column point range:
Department:	Resident Services	Post no:	
Directorate:	Place	Location:	

Role reports to:	Neighbourhood Team Leader
Direct Reports:	None
Indirect Reports:	None

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

PURPOSE OF ROLE:

- To deliver a high-quality management service to all Gypsy and Travellers sites in Ealing, including permanent and temporary sites.
- To manage the Council's current permanent Gypsy and Travellers site, Bashley Road, providing a first point of contact for all tenants, supporting them to resolve issues with respect to service provision, repairs and other landlord functions.
- To forge strong partnerships with residents, other council departments, external agencies and voluntary sector groups to continually develop and improve the service.
- To develop learning from resident engagement, resident complaints and survey results, implementing changes to the management of permanent sites and where necessary
- To take a leadership role in the fast-time engagement and information sharing around all unauthorised encampments on the borough.
- To comply with Ealing Council's Code of Conduct, Equality & Diversity policy and Health & Safety policy.

KEY ACCOUNTABILITIES:

- Assist with the development, promotion and monitoring of policies designed to ensure that the authority complies with all legislation in relation to site management, site development and service delivery; taking into account the views of Gypsies and Travellers and other stakeholders.
- To manage the allocation process for Council Traveller sites from application through to letting and signing up new tenants.
- Manage and monitor tenancies, update records, action and/or identify all forms of anti social behaviour, breaches of tenancy, and take prompt and effective action to resolve complaints.
- Promptly action and administer Notice to Quits, tenancy terminations, abandonment of pitches, unauthorised occupancy in liaison with Legal services, the Police, Bailiffs, Social services etc.
- In conjunction with the Rents Team, monitor rent accounts effectively maximising rent income and housing benefit take up, advising tenants on reducing their arrears and sustaining their tenancies, clearly explaining methods of payment.
- Assist residents with the completion of forms such as Housing Benefit, Council Tax Support, Universal Credit and other welfare benefits giving money/debt advice as appropriate.
- Respond to correspondence, members' enquiries and complaints in a coherent and logical manner, based on information available meeting the council corporate response times. Take a proactive response in identifying potential concerns or sources of complaint to ensure issues are tackled at an early stage.
- Develop positive and effective professional relationships with key Council services and outside agencies to ensure a joint approach is taken to resolve cases as necessary.
- For permanent sites, to ensure residents comply with all site rules, regulations and tenancy conditions and to support the appropriate officers with any action being taken, providing statements and attending court as a witness for the Council where required.
- Conduct regular formal health and safety inspections of permanent sites to ensure that an acceptable level of health and safety is maintained on the site at all times.
- To conduct the traveller official count and submit the official returns.
- To develop strong relationships with community members and leaders and to undertake engagement activities for the community and professionals and

voluntary sector groups who work with the community.

- To develop strong working relationships with equivalent officers from other local authorities and to provide a primary conduit of information about challenges and good practice from other boroughs to develop the service within Ealing.
- To provide fast-time information on any developing concerns or developments in relation to unauthorised encampments, including information from other boroughs in relation to patterns of unauthorised encampments, individuals of concern and any groups associated with behaviours that could impact on residents of Ealing.
- To be a permanent member of the unauthorised encampment action group and to take an engagement and information sharing lead in regard to all unauthorised encampments on borough, in line with the unauthorised encampment protocol, including:
 - Support on completion of welfare checks
 - Liaison with other agencies, including police, health, education and housing services
 - Ensuring codes of conduct are understood and information is shared swiftly in relation to any breaches of the code
 - Attendance at court as a witness for the council as required
- To undertake any other duties appropriate to the post and grade.

KEY PERFORMANCE INDICATORS:

- To work as part of the Tenancy Management Team to meet service plan objectives and targets
- To meet corporate standards and response times for complaints, member enquiries, Ombudsman complaints, telephone calls and correspondence.
- Effective management of tenant information; maintaining safeguarding and data protection obligations.

KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):

Internal Contacts: All Council services

External Contacts: Residents, Councillors, Members of Parliament, Local Government Ombudsman, residents & resident groups, external agencies and voluntary groups

AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):

- Contribute as part of the team to meet corporate targets

- Contribute as part of the team to deliver a value for money, customer **care** excellence focussed approach to duties.

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:

ESSENTIAL EXPERIENCE:

1. Knowledge of legislation and good practice in the provision of a Gypsy and Traveller service.
2. High standard of communication skills, demonstrated by the ability to draft correspondence without supervision; the ability to compile information into simple factual reports; and the ability to explain complex rules to service users over the telephone and face to face
3. Ability to deal with difficult situations in a way that tries to resolve issues for the customer.
4. Knowledge of safeguarding and customer service.
5. Ability to understand and research relevant regulatory and statutory regulations and information.
6. Ability to deliver customer services to a diverse community in a professional and courteous manner.
7. Goes the extra mile to get things done and takes pride in delivering a good service.
8. Ability to be flexible and to use own initiative to achieve results
9. Able to meet activity deadlines by planning work around conflicting priorities and able to understand and deliver project objectives in target
10. Ability to work in partnership with other agencies and teams to achieve results and objectives and to deliver a customer focussed service
11. Able to work confidently with Information Technology, able to store, retrieve and use information to make appropriate decisions.
12. Able to take personal responsibility for actions and outcomes, addressing issues and problems immediately, seeking support when necessary and continually

striving to improve own performance.

13. A proactive and forward-looking approach and an interest in new ideas and concepts and the ability to ascertain their relevance to the organisation.

ESSENTIAL QUALIFICATION (S):

- Experience of working with the Gypsy and Traveller Community
- A working knowledge of Gypsy and Traveller legislation
- Hold a full clean driving licence

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards