

Community Warden (Clean City Team) - Fixed Term Contract/Secondment for up to 12 months to cover maternity leave

37 hours per week - you must be prepared to work evenings and weekends

Salary: Band 7 - £32,061 - £36,363 p.a. plus 17% shift allowance

What is the role?

This team works on a rota which includes 12 hours shifts. Some shifts will require working until 2am and some weekends. Staff are also required to be flexible as cover shifts are included in the rota which is subject to review and change depending on needs of the service.

Working as part of the Clean City Team you will work with colleagues and the public to 'Help keep the city safe, clean and tidy and to provide support and advice when needed'. Being a community warden is a customer facing role and you will respond to demands to help ensure a safe and pleasant environment for all of the community. Your work will largely focus on all residential areas, parks, the seafront and open spaces. You will also carry out duties in busy shopping areas and precincts.

You will be dealing with environmental nuisance such as fly tipping, littering, early refuse, wheelie bin audits, dog control orders and waste issues.

You will gather evidence for and issue Fixed Penalty Notices, Community Protection Notices. You will be required to contact members of the public who have committed littering offences. You will prepare legal documents, case files and attend Court as needed.

You will check CCTV and use IT equipment to access footage.

You will work with partner agencies on Criminal Behaviour Orders or injunctions and contribute to dealing with other issues affecting the community.

You will work without supervision at times, making decisions and prioritising your workload. You will need to manage demand and resource control at weekends and evenings, be experienced in managing and inputting IT data systems, email inboxes and Microsoft office applications. You will also manage phone calls from customers.

You will often be dealing with vulnerable people responding to and resolving issues. You will be required to make safeguarding referrals and referrals to rough sleeper's outreach and Navigator teams.

You will be required to attend and manage unauthorised encampments in Portsmouth and in Havant, ensuring that the authority complies with all legislation in relation to site visits, and service delivery, taking into account the views of Gypsies and Travellers and other stakeholders. You will also provide information on the provision of assistance to enable access to services and entitlements.

The role involves all aspects of managing encampments from when groups or individuals arrive, including site visiting, site reports, arranging for waste collection and serving notices.

The role requires you to travel on foot, on a bicycle or by vehicle attending incidents across the whole of the City, Leigh Park, Havant, and Waterlooville. You will also be patrolling tower blocks and must be able to walk up and down multiple flights of stairs.

There will be a need to liaise with various multi partner agencies such as the police, outreach services, fire services and schools. You will provide support, and advice to businesses and landowners to tackle issues affecting them. You may also attend neighbourhood forums, business forums, resident, and other meetings to represent the council.

Who is the person?

You need to:

- Have a full driving licence (car) as you will be visiting various sites across Portsmouth and will need to be able to travel effectively between them responding to demand which could include calls of anti-social behaviour or investigating environmental issues.
- Have experience of customer service, call handing, managing email inbox and be willing to listen and talk to the general public.
- Have experience of dealing with vulnerable adults and young people with complex needs (substance misuse/mental health issues)
- Be literate and able to write clearly as your evidence may be used in court, on which you may be called to testify.
- Have ability to use IT data systems, CCTV and body worn camera applications. Also, Microsoft office applications.
- Have good observational skills and be able to clearly record information and write up reports based on what you have seen.
- Have a common-sense approach to health and safety and be able to recognise hazards and deal with appropriately.

- Be able to communicate with people at all levels as you will be dealing with a range of people from children to elected councillors.
- Be fit and willing to work and patrol outdoors in all weathers and be able to walk up and down multiple flights of stairs.
- Be able to deal with pressure situations in a calm and diplomatic manner.
- 10.To have a positive outlook and be smart in appearance (willing to wear a uniform) as you will be the front face of the council.
- Be able to think on your feet and solve a variety of different problems and disputes throughout the day.
- Have the willingness to achieve and maintain non-Police personal vetting and training to reach Community Safety Scheme accreditation standards.
- Ideally having a working knowledge of the Police and Criminal Evidence Act (PACE), Environmental protections Act 1990, Anti-social Behaviour, Crime and Policing Act 2014 and other legislation relevant to dealing with Antisocial behaviour and issuing of fixed penalty notice procedures.

If applying as a secondment you will need permission from your current line manager releasing, you for this secondment. Please state you have this on your application form.

When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience. This is really important or you are likely not to be shortlisted.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.