JOB DESCRIPTION

JOB TITLE: Neighbourhood Ranger

POST NO:  

DEPT/SECTION: Housing Services/Neighbourhoods Team

GRADE/SCALE: 5

RESPONSIBLE TO: Team Leader - Estates Management and Tenant Participation

RESPONSIBLE FOR: N/A

MAIN PURPOSES OF POST

The day to day delivery of the tenancy management service, ensuring that housing land and common areas in and around blocks of flats are clean and safe and that disrepair is reported.

To act as the ‘eyes and ears’ on estates in liaison with colleagues and, within the limits of the job role and personal safety, providing “first response” to situations encountered (e.g., calling the Police).

To work with the Tenant Engagement Team to promote community involvement and engagement.

DUTIES AND RESPONSIBILITIES

Duties and responsibilities must be undertaken to comply with Council policies and procedures.

1 To carry out routine inspections of housing land on foot, to identify and deal with estates management related problems including waste, animal fouling, overgrown vegetation, disrepair, graffiti, risks to health and safety and abandoned and nuisance vehicles and to report crime and anti-social behaviour.

2 To carry out regular inspections of communal areas of flats and associated land (e.g., internal common areas, drying areas and bin areas) and, as appropriate, to report or directly deal with problems such as waste, overgrown vegetation, risks to health and safety, graffiti, animal fouling and disrepair.

3 To identify gardens that breach tenancy conditions (e.g. overgrown, containing waste, containing parked vehicles, trailers and caravans) to make initial requests for the tenant to take remedial action and to report to appropriate colleagues if formal action is needed.

4 Where environmental anti-social behaviour occurs such as dumped waste and dog fouling, to talk to residents, gather evidence, identify those responsible, issue an initial verbal or written request or warning and provide accurate information for colleagues to enable further action to take place.

5 To promote a cleaner, greener and safer environment alone and in partnership with colleagues and other organisations.

6 To promote waste reduction, recycling and re-use.
To note and report anti-social behaviour to the Tenancy Management Team.

To make initial enquiries about suspected abandoned properties and to report to the Tenancy Management Team.

To issue Fixed Penalty Notices for dog fouling and littering.

To report and record damage and disrepair and to carry out external repairs of a minor nature.

To identify and record abandoned and nuisance vehicles and their registered keepers where appropriate, to report to appropriate colleagues in order to ensure their removal.

To report graffiti and to remove small amounts.

Where appropriate, to deliver leaflets and similar material connected with the activities of the Neighbourhoods Team and partners.

To carry out minor litter picks and remove fly-tipping or to report as appropriate.

To undertake minor grounds maintenance tasks at ground level, e.g., removing weeds and self-sets from communal areas, cutting back foliage covering a path.

To monitor recycling sites on housing land and to work with waste management and the waste collection contractor to remedy problems.

In close partnership with the Tenant Engagement Team, to engage with the community, to consult with and provide advice and information to members of the community and to attend community engagement events and community groups as required.

To identify estate improvements and opportunities for community involvement, engage in associated resident consultation and participate as appropriate in the delivery of estates improvement work.

To maintain detailed and accurate records including the updating of relevant databases.

To manage the storage of information and data that has been provided or received so that only that which is needed for the activities of the service is kept.

To participate in any initiatives relating to the work of the team and to contribute pro-actively to the development and improvement of the service.

To be aware of the operational requirements of data protection and storage of personal information, to advise a senior officer of any actual or potential breach and, where necessary, to delete data and to dispose of records under the direction of a line manager.

To record and report safeguarding concerns in line with policy and procedures.

To recognise opportunities for the promotion of the service, suggest ideas to senior management and prepare draft information for publication under guidance from senior officers.
To carry out any other duties commensurate with the post and which are similar in level of responsibility.

The following requirements are expected of every employee:
- To participate in the improvement initiatives of the Council and the Service.
- To use the Council’s computer systems in respect of the duties of the post and to have particular regard to duties of confidentiality and the Data Protection Act.
- To be aware of, and implement the procedures relating to health and safety.
- To attend in-service training as required.
- To be aware of, and implement, the Council's Equal Opportunities Policy.
- To work flexibly within the team.

SPECIAL FEATURES OF POST

Work outside normal hours is required, including occasional evenings and weekends, for which time off in lieu will be given.

To attend meetings, site visits and visits to customers.

You may be required to carry out your duties from a base, some other Council site, or to work flexibly from home where agreed with a senior officer.

An enhanced DBS check applies to this post.

The work requires driving a liveried Council van and wearing a uniform.
PERSON SPECIFICATION

JOB TITLE: Neighbourhood Ranger

SERVICE and SECTION: Housing Services - Neighbourhoods Team

SKILLS/KNOWLEDGE/ABILITIES - ESSENTIAL

1. Excellent interpersonal skills, including the ability to listen, explain clearly and to persuade.
2. Excellent proven customer care skills.
3. Ability to work without close supervision and to organise own work load.
4. Ability to maintain records with sufficient accuracy and detail and to manage the storage of records on paper based and IT systems (e.g., databases, Word files).
5. Ability to remain calm and diplomatic when faced with aggressive or distressed customers.
6. Ability to deliver verbal warnings of legal action and recharges to members of the public in a non-confrontational manner.
7. Literacy skills suitable for making clear, accurate and detailed notes of incidents and numeracy skills suitable for ordering work and checking work orders.
8. The ability to use appropriate ICT (e.g., emails, tablets, hand-held devices, updating databases and management information systems, works orders/invoicing).
9. The ability to work effectively in a very busy working environment, to prioritise workloads and to prioritise competing demands.
10. The ability to approach cases impartially.
11. Ability to use hand tools, carrying out minor repairs and small gardening tasks.
12. The ability to integrate into a team and to work closely with a variety of teams.
13. Understanding and sensitivity to confidentiality and data protection.
14. Ability to give presentations, talks and briefings to groups and schools to promote cleaner, greener and safer environments and to develop community engagement and cohesion.
15. Capable of lifting bulky items and be fit enough to climb stairs throughout the working day.
16. Ability to carry out minor grounds maintenance and minor external repairs.
17. The ability to identify and contribute towards service improvements.
18 An awareness of equalities and diversity and a commitment to implement the Council’s equalities and diversities policies.

SKILLS/KNOWLEDGE/ABILITIES - DESIRABLE

19 Knowledge of the work of local government, social housing and partner agencies.

20 Knowledge of estate management issues, including environmental anti-social behaviour.

EXPERIENCE - ESSENTIAL

21 Dealing with difficult conversations with members of the public in relation to service delivery.

22 Working within teams.

EXPERIENCE - DESIRABLE

23 Six months working in a comparable enforcement role.

24 Promotion of waste reduction, recycling and re-use.

25 Promotion of a cleaner, greener and safer environment.

QUALIFICATION/TRAINING - ESSENTIAL

26 A current full driving licence.

QUALIFICATION/TRAINING - DESIRABLE

27 Training on issuing Fixed Penalty Notices

28 Training on taking and presenting evidence according to PACE principles.