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| **Profile Title:** | Town Centre Warden/Community Safety Officer | bmbccolb | | | | | |
| **Reports to:** | Community Safety Team Leader |
| **Employee Management:** | None | **Grade:** | 6 | **Profile Ref:** | 104887 | | |
| **Purpose of the Post** | | | | | | | |
| To provide a visible, uniformed, customer orientated service working as part of an integrated team focussed on the pro-active identification and early intervention of environmental crime, anti-social behaviour and \*potential breaches in planning requirements\*, to support those people who live, work and visit Barnsley Town Centre and facilitate active engagement and involvement of local communities in community safety agendas in line with localised plans.  \*Community Safety Officer role only\* | | | | | | | |
| **Responsibilities** | | | | | | | |
| * Provide timely responses to requests for service ensuring customers and other stakeholders are kept informed of progress. | | | | | | | |
| * Work proactively to inform the development of comprehensive local intelligence pictures ensuring the early identification of issues relating to individuals families and communities. | | | | | | | |
| * Ensure appropriate and timely referrals to internal and external providers where vulnerable people are identified. | | | | | | | |
| * Conduct initial assessments of local community safety issues and seek positive early resolution where possible, monitoring compliance and facilitating the timely escalation and de-escalation of issues and cases according to the assessed risk, as required | | | | | | | |
| * Discharge a broad range of summary enforcement powers in a proportionate and professional manner including any appropriate powers delegated by the Chief Constable. | | | | | | | |
| * Collect evidence and provide initial casefiles pertaining to antisocial behaviour, environmental crime and potential breaches in planning requirements. | | | | | | | |
| * Assist in the planning, preparation and execution of targeted initiatives as directed including campaigns and planned deployment approaches. | | | | | | | |
| * Proactively engage residents and communities facilitating their active engagement with community safety agendas in localities, helping to building community capacity and resilience. | | | | | | | |
| * Ensure the prompt reporting and removal of graffiti throughout the borough, ensuring public and staff safety, adhering to statutory requirements and local policies and procedures. | | | | | | | |
| * Work alongside colleagues from other agencies and services as part of a locality focussed multi-disciplinary team including any relevant enforcement contractors. | | | | | | | |
| * Maintain accurate manual and electronic data records as ensure high standards of case recording and effective case management. | | | | | | | |
| * Liaise and collaborate with internal and external stakeholders including managers, employees and members of the public to ensure joined up solutions to meet the needs of customers. | | | | | | | |
| * Assist in the continuous review, performance management and evaluation of service provision to ensure it is fit for purpose, drives continuous improvement and is effectively using available resources. | | | | | | | |
| * Maintain awareness of policies and procedures which impact on how the service is delivered. | | | | | | | |
| * Undertake any other duties commensurate with the role as requested by management. | | | | | | | |
| **Education and Training** | | | | | | **Measure** | **Rank** |
| * Level 2 qualification. | | | | | | A/I | E |
| * Full driving license including categories B+E or a willingness to obtain within 12 months | | | | | | A/I | E |
| * Licensed to tow (including categories B+E, C1, C1+E, D1, D1+E) or willingness to obtain within 6 months. | | | | | | A/I | D |
| * Manual handing training. | | | | | | A/I | D |
| **Relevant Experience** | | | | | | **Measure** | **Rank** |
| * Experience of working in a relevant discipline with particular focus on Neighbourhood Policing or working in a front line, high profile role. | | | | | | A/I | E |
| * Experience of working in a customer focussed environment to satisfactorily resolve complaints at the earliest tier of intervention in a timely and proficient manner. | | | | | | A/I | E |
| * Experience of verbal communication with a range of stakeholders including members of the public, Elected Members and partner agencies. | | | | | | A/I | E |
| * Experience of working with sensitive and highly confidential information. | | | | | | A/I | E |
| * Experience of community engagement and facilitating community participation. | | | | | | A/I | E |
| * Experience of dealing with anti-social behaviour and people presenting with challenging behaviour | | | | | | A/I | E |
| **General and Special Knowledge** | | | | | | **Measure** | **Rank** |
| * Knowledge of relevant legislation and the technical knowledge for effective application of such legislation. | | | | | | A/I | E |
| * Working knowledge of Microsoft applications and case management systems. | | | | | | A/I | E |
| * Knowledge and understanding of the broader community safety agenda and the impact on the quality of life of residents and communities. | | | | | | A/I | E |
| * Knowledge of procedures and operational practices pertaining to community safety issues including anti-social behaviour, environmental crime and planning. | | | | | | A/I | E |
| * Knowledge of partnership working practices and principles | | | | | | A/I | E |
| * Knowledge and experience of working with local businesses and creating strong working relationships. | | | | | | A/I | E |
| **Skills and Abilities** | | | | | | **Measure** | **Rank** |
| * Good communication, negotiation and interpersonal skills with the ability to communicate clearly and effectively in both written and verbal formats with a variety of internal and external stakeholders. | | | | | | A/I | E |
| * Ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. | | | | | | A/I | E |
| * Proven negotiation, problem solving and conflict management skills. | | | | | | A/I | E |
| * Well-developed ability to manage a challenging workloads under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management. | | | | | | A/I | E |
| * Ability to work flexibly as part of a team and in partnership with others to deliver common goals. | | | | | | A/I | E |
| * Ability to handle and process manual and computerised information in an efficient and accurate manner ensuring the safeguarding of confidential information. | | | | | | A/I | E |
| * Ability to collate, assess and present information accurately including the writing of letters, reports and statements. | | | | | | A/I | E |
| * Ability to be creative and results focussed to achieve desired outcomes using multi-disciplinary problem solving techniques. | | | | | | A/I | E |
| **Additional Requirements** | | | | | | **Measure** | **Rank** |
| * Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. | | | | | | A/I | E |
| * Willing to undertake training and continuous professional development in connection with the post. | | | | | | A/I | E |
| * Work in accordance with the council’s vision, priorities, values and behaviours. | | | | | | A/I | E |
| * Able to undertake any travel in connection with the post. | | | | | | A/I | E |