Travellers Sites Neighbourhood Officer

JE Code: JE2237

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service** | Neighbourhood Services (ASB) |
| **Reports to:** | Team Leader ASB |
| **Job Family** | Operational Services |
| **Grade:** | G |
| **Political restricted** | N |
| **Date:****JE Code:** | April 2021JE2237 |

**Key Deliverables**

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| **1.** | To be part of a team of highly trained professionals and ensure all authorised Travellers Sites belonging to Milton Keynes Council are clean, safe and licence conditions are enforced, whilst aiding customers to sustain their licences. |
| **2.** | To ensure the highest quality of authorised local authority travellers’ sites by undertaking investigations, inspections and enforcement activities in response to complaints and enquiries, ensuring that government and council policies, objectives, plans, priorities and legislation are successfully implemented. |
| **3.** | To take or commission appropriate action to deal with authorised Travellers Sites property matters, such as, disrepair, litter, dumped rubbish, poorly maintained landscaping, graffiti and abandoned vehicles. |
| **4.** | To ensure the Council complies with the Crime and Disorder Act 1998; Anti-social Behaviour, Crime and Policing Act 2014, Prevention of Housing Fraud Act 2013 and all related statutory legislation & guidance for the management of authorised Travellers Sites. |
| **5.** | The role holder is required to assist in any crime reduction and social inclusion initiatives in the areas they manage, this may cross into other HRA owned housing stock. |
| **6.** | Where the role identifies a customer with vulnerabilities, they will liaise with statutory and voluntary bodies including health, social care, probation and police in relation to the welfare of the customer. This may involve discussing and implementing plans and attendance at a case conference or other multi agency meetings. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Knowledge of Travellers licence enforcement to can include dealing with illegal occupation, abandonment, and crime.  |
| **2.** | Experience of working closely with Travellers to promote the residents involvement, representing the Council at meetings and assisting with any crime reduction and social inclusion initiatives. This will include working with colleagues recovering rent and other income, where licence enforcement actions are being taken. The role holder will also be required to understand and assist with maximising customers incomes. |
| **3.** | Experience of partnership and collaborative working through joined up service delivery, developing and maintaining key relationships with people inside and outside the council, including (but not limited to) other services and directorates, registered providers and the voluntary sector and statutory partners. |
| **4.** | Extensive knowledge of all relevant legislation and codes of practice and evidence of current or equivalent knowledge and competency of ASB, and relevant legal frameworks. |
| **5.** | Role holder must have a valid UK driving licence and access to own vehicle  |

Job Family

Operational Services

Grade G



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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Operational Services jobs have, as their primary responsibility, the land, buildings, tools and equipment the Council owns and/or manages.  They provide primary services directly or indirectly to the benefit of customers, colleagues or the general public. Many roles will have a physical component or will manage those that do.

### Role Characteristics

At this level job holders use their technical and management expertise to play an important part in decision making in the wider team. They will have a voice in planning longer term developments and will focus not merely on the infrastructure elements under their control, but also the needs and wellbeing of the users of the premises, plant and equipment.

### The Knowledge and skills required

Job holders will have formal training in the technical or specialist area. In addition, they will have enough specific work experience to allow them to deal authoritatively with a wide range of queries and problems. There will also be a requirement to fully understand the organisational context of the work of the team, ensuring that standard policies and procedures are consistently adhered to.

The focus of these roles is the performance of manual tasks using tools, equipment or vehicles within acceptable time frames, job holders will need speed, dexterity and co- ordination to effectively carry out their duties.

### Thinking, Planning and Communication

Problems will require the job holder to analyse information and make judgements about workflow priorities, straightforward technical matters and other day to day issues. They will make short term plans to achieve agreed performance targets in the context of wider team objectives.

Communications at this level, while still largely concerning factual (if complicated and/or sensitive) matters, will also see job holders needing to exert persuasive influence to encourage others to adopt certain courses of action or see choices in an alternative light, sometimes challenging preconceptions or the status quo.

**Decision Making and Innovation**

Job holders will use their enhanced knowledge and autonomy to make decisions regarding the organisation of the team's workload and the response to the problems and issues that typically arise in their area. They will also deal independently with the more unusual matters that present themselves, although they will refer serious issues to a supervisor or manager.

### Areas of responsibility

Job holders have direct responsibility for the care and welfare of the users of the premises, plant, equipment and/or vehicles under their management and must take their specific needs into account when judging priorities and making plans.

Job holders at this level have formal line management responsibilities in relation to their team and will ensure adherence to corporate standards and processes covering absence and performance management, recruitment and similar matters.

Job holders generally have some financial responsibility which might include regular cash handling or spending small sums from an agreed budget.

At this level, the responsibility for the Council's physical and information assets will be significant. Job holders will be accountable for the maintenance and use, by themselves and others, of high value equipment, buildings and premises, or other similarly crucial assets.

### Impacts and Demands

Jobs will involve physical effort as they will be walking, carrying, lifting for most of their working time.

Job holders will need awareness and sensory attention to their immediate surroundings, but they will also be required to work through lengthy periods of enhanced mental attention, for instance when attending to the administrative or work schedule duties.

Job holders may occasionally interact with those who might place greater than normal emotional demands on them, this will be incidental to the job itself.

The tasks will often be carried out in unpleasant working conditions or exposed to the elements, although this will be minimised by the application of sensible task scheduling and use of appropriate PPE.