Person Specification Date: February 2021

**Post Title**: Neighbourhood Warden **Post No**:

**Division**: Housing **Grade:** 5

**Salary**: £24,790 – £25,183 per annum

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| --- | --- | --- | --- |
|  | **Essential (E)**  **Desirable (D)** | **Criteria** | **Measurement**  (see below) |
| **Skills, Knowledge, and Experience** | E  E  D  D  E  E  D  E  E  E | Experience of working positively with customers in a front line service.  Ability to create and sustain positive relations with members of the public.  Sound knowledge of issues of health and safety.  Knowledge of Council services used to promote cleaner neighbourhoods.  Experience of general building maintenance.  Ability to work positively with other team members to ensure issues are resolved.  Experience of supporting vulnerable people and an understanding of their needs.  Physically capable of carrying out all practical duties in the job description.  Able to keep up to date, clear concise records in relation to the working day, issues identified, actions taken and outcomes.  Full valid Driving Licence. | 1,2,3  1,2,3  1,2,3  1,2,3  1,2,3  1,2,3  1,2,3  1,2,3  1,2,3  1,4 |
| **Equal Opportunity** | E  E | Must be able to recognise discrimination in its many forms and be willing to put the Council's Equal Opportunities policies into practice.  Must be committed to implementing good practice on equal opportunity issues | 2,3  2,3 |
| **Safeguarding** | E | Commitment to the protection and safeguarding of children, young people and adults with care and support needs | 2, 4 |
| **Personal Qualities** | E | Clean and smart appearance & positive attitude to customers. | 1,3 |
| **Qualifications** | E | A sound education with a good standard of literacy. | 1,4 |
| **Attitude and Motivation** | E  E  E | Must be committed to working with other people to resolve issues.  Able to work on own initiative with minimal supervision  Able to plan and organise workloads to meet deadlines that can be unpredictable and cause conflicting demands | 1,3  1,3  1,3 |

**Measurement:** 1 From application form 2 Test after short listing

3 Probing at interview 4 Documentary evidence