**NORTH WARWICKSHIRE BOROUGH COUNCIL**

**JOB DESCRIPTION**

**Directorate:** Housing **Post Title:** Neighbourhood Warden

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

**Section:** Housing Management

**Responsible to:** Tenant Participation and Neighbourhoods Officer

**Responsible for:**

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| **Safeguarding**All staff at North Warwickshire Borough Council are required to positively contribute to the Borough Council’s responsibility to safeguard and promote the welfare of children, young people and adults with care and support needs. It is their professional duty to be aware of the signs and symptoms of abuse and, in accordance with the Council’s Safeguarding Policy and Procedures, to respond appropriately to any identified concerns. |

**Special Conditions**

A valid full driving licence will be required.

**Scope and Responsibilities**

The post holder is responsible for undertaking cleaning, caretaking and fire safety duties for a designated area of flats and sheltered schemes.

In order to provide good standards across all designated areas the post holder will work as part of a team to ensure cleaning and caretaking tasks are completed.

To be proactive in offering good communication links with the local community by being friendly and helpful and attending group meetings with tenants.

**Principal Responsibilities:**

1. To work pro-actively within a designated area to provide a valued resource for Tenants in keeping their neighbourhood well maintained and clean and to provide a positive link between the Housing Division and the local area.
2. To provide a cleaning service for flats and sheltered scheme communal rooms in a designated area. This will including ensuring that the stairs, landings, walls, window sills, walkways, bin and drying areas and adjacent garage sites are kept clean and tidy in accordance with the agreed standard.
3. Work to promote community safety and to sustain a good physical appearance of designated areas by working with the community to encourage co-operation. To act regularly and routinely to undertake fire safety/ alarm checks.
4. Work with the Tenant Participation and Neighbourhoods Officer to liaise with local Tenants groups to understand their environmental concerns and take appropriate action.
5. To inspect the local area on a regular basis, become aware of prevalent issues, link with Tenancy Services Officers to monitor issues that might occur and act to resolve issues them.
6. To advise members of the public about the availability of Council services and to take and pass on complaints on their behalf.
7. To improve the physical condition of the local environment by ensuring it is kept clear from litter, bulk rubbish and graffiti. This will be either by taking personal action or reporting the issue to another service to deal with but ensuring the work is carried out.
8. Work in partnership with the Council’s environmental services to ensure swift action is taken on issues such as abandoned cars and dog fouling.
9. Act and/or report on the deterioration in the condition of the external parts Council dwellings
10. Undertake a handy man service to be able to act swiftly and undertake minor repairs which would otherwise be a low priority.
11. Be responsible for the good appearance (internal and external) and health and safety and security of communal areas of flats and sheltered scheme communal rooms within the designated area. This will include testing fire alarms and emergency lights in accordance with agreed procedures and rota.
12. To maintain a record of action/ duties and make the record available for inspection.
13. At all times to act within the Council’s policies and procedures which include those on health and safety, lone working, asbestos management and those for safeguarding adults and children.
14. Any other duties as directed by the Director of Housing which are appropriate and commensurate with the grade of the post.

**Agreed by Postholder:**

**Date:**