

Job title: Neighbourhood Warden

Line manager: Warden Team Leader

Grade (if applicable): 4

Direct reports:



Role purpose:

Deliver an efficient, proactive and customer focussed Neighbourhood warden service to Peabody customers through the effective management of reported cases and routine patrols to a professional standard and in compliance with policies.

Key results:

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external.

As a Neighbourhood Warden, you will report to the Warden Team Leader and play a crucial role in the delivery of Peabody's customer services ambition.

You will be accountable for holistic service delivery and ensuring we deliver our promises to customers in your area. You will work as part of a regional team to achieve this and hold others to account for the service they provide to your customers.

Success metrics:

- To use the designated powers provided by Local Authority to accurately record and issue Community Notices and Fixed Penalty Tickets.
- Collaborate with internal and external partners to ensure that necessary protocols are complied with.
- Collaborate with key external partners by developing effective relationships (including police and local authorities) to resolve local community issues, such as Anti-social behaviour and Environmental Crime, and represent Peabody at external stakeholder meetings, where necessary.
- Collaborate with colleagues in Customer Services and Communities Team to identify support needs and access relevant support agencies for all residents.
- To ensure a highly visible presence on the estates and neighbourhoods.
- To act as a professional witness in legal proceedings, in criminal or civil courts, and give evidence as necessary.
- To support our colleagues in the community teams by serving of notices, attending forced entries, evictions and other duties.
- To carry out investigation operations, including the use of electronic image (including CCTV) or sound gathering equipment to support cases of Anti-Social Behaviour and Crime.
- Contribute towards the high performance of your team by meeting and exceeding own KPIs and performance targets
- Keep up to date with changes in best practice and updates to policy and procedures.
- To undertake other tasks and projects as reasonably required in order to meet the varying demands of the business.
- To follow Peabody Health and Safety policies and procedures to ensure your own safety and that of others in the workplace. You may be required to undertake specific Health and Safety roles such as Fire Warden or First Aider as part of your duties.

Version Date:

Signed off by:

- This role has a pan London scope and the successful applicant will be expected to patrol and travel between sites.
- To manage and resolve cases involving Abandoned Vehicles and flytipping.
- To support the business by helping maintain the safety and security of Peabody stock.

About you:

You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Demonstrate a strong commitment to the principles of equality, diversity and inclusion.
- Highly organised, with the ability to self-manage, prioritising work effectively to meet deadlines.
- Flexible and cooperative team player, with an understanding of the wider impact of your work on other departments and teams and adopting a 'one-team' approach to service delivery
- IT literate and able to 'self-service' without administrative support.
- To be flexible when it comes to the needs of the business by working shift patterns to meet the contracted 35 Hours.

You will have:

- Excellent communication (written and verbal) and interpersonal skills to suit a variety of audiences as well as the ability to influence, negotiate and persuade.
- Experience of pro-active and solutions focused approach to resolving community safety issues and ensure customer and neighbourhood needs are met promptly, effectively and cost efficiently.
- Understanding of relevant legislation for dealing with community safety issues.
- Understanding of the tools and powers used for intervention and enforcement of anti-social behaviour such as mediation and good neighbour agreements.
- Current full UK driving licence

This role requires a Basic DBS (Disclosure & Barring Service) check.

Desirable skills and experience:

- Ability to work on own initiative with minimal supervision
- Ability to manage a demanding workload and at times conflicting priorities as well as tracking progress on a wide range of tasks
- Excellent interpersonal skills and to liaise effectively at all levels.
- Excellent attention to detail, flexible and adaptable
- Confident, assertive whilst maintaining confidentiality and discretion.
- Methodical and pragmatic approach to working.