



ILFRACOMBE TOWN COUNCIL

Ilfracombe Town Warden

With an understanding of the issues facing
people in Ilfracombe

Salary: £16,949 - £18,891 per annum
Fixed Term contract to end March 2012

YOU NEED TO:

- Be committed to improving the quality of life for residents.
- Have a positive vision for the area and make it a reality.
- Deliver educational, information talks to schools/students. (on antisocial behaviour e.g littering and graffiti)
- Provide a trusted link between residents, the Town Council, partner agencies and organisations in the town.

The Ilfracombe Town Warden will help people access existing services and co-ordinate and deliver a programme of planned local actions/activities as directed by Ilfracombe Town Council.

Application Form, Job Description and Person Specification is available from The Ilfracombe Centre, 44 High Street, Ilfracombe, Devon EX34 8AL, Tel: 01271 855300

(email) theilfracombecentre@northdevon.gov.uk

(download) www.theilfracombecentre.co.uk

Closing date: midday Tuesday 23rd February 2010
Interviews to be held on Tuesday 2nd March 2010

Ilfracombe Town Council is an Equal Opportunities Employer





Ilfracombe Town Council

The Ilfracombe Centre, High Street Ilfracombe. Ex 34 8al
Telephone 01271 855300 - email theilfracombecentre@northdevon.gov.uk

February 2010

TOWN WARDEN

Dear Applicant,

Thank you for your enquiry regarding the above post. I am pleased to enclose the following information:

- Application form
- Employment details
- Job Description & Person Specification

Please return your completed application form to:

The Mayor, Ilfracombe Town Council, the Ilfracombe Centre, High St Ilfracombe, Devon, EX34 9AL

by the closing date shown below. It is important that you complete the application form, as CV's will only be accepted in addition to the application form.

If you have not heard from us by Friday 26th February 2010 this is because we have not been able to shortlist you on this occasion. If you would like confirmation of receipt of your completed application form please include a stamped addressed postcard, which will be dated and returned to you.

**Closing date - applications must be received by
(12noon)**

23rd February 2010

Short-listing date:

23rd February 2010

Interview date:

2nd March 2010

Yours sincerely

Ilfracombe Town Council



JOB DESCRIPTION

Post:	Ilfracombe Town Warden
Responsible to:	Ilfracombe Town Council (or designated officer)
Grade:	Broadly equivalent to NJC Scale 4 (£16,949 - £18,891)
Terms & Conditions:	As per Ilfracombe Town Council Non - Officer salaried personnel

Background Information:

'Transform', the Neighbourhood Management Programme for Ilfracombe, Combe Martin & Bratton Fleming, has operated a Neighbourhood Warden Scheme for some years. This was intended to serve as a pilot, which, if deemed successful, would be 'mainstreamed', tailored to local need and funded by local partners.

Ilfracombe Town Council proposes to adopt the Neighbourhood Warden concept and create a post to serve Ilfracombe and environs specifically. Having now had opportunity to learn from the Transform experience - *'what has worked well' and what is still to be achieved'* – Ilfracombe Town Council has now reconfigured the job description and person specification to reflect the particular requirements of the town and the strategic direction of The Ilfracombe Council.

Ethos:

To develop and sustain successful relationships with Ilfracombe's communities, by maintaining a high profile in the neighbourhood, pro-actively addressing issues and concerns, thus leading to improved quality of life and increased 'community spirit'. To be The Ilfracombe Town Council's ambassador and 'feet on the street' – serving as a role model of active citizenship and 'an agent of change and improvement', thus empowering The Ilfracombe Town Council to best represent the people of Ilfracombe.

Purpose of Job:

- To co-ordinate and deliver a programme of planned local action/activities, as directed by The Ilfracombe Town Council, working in close partnership with other agencies and organisations in the town (*e.g. Police Community Support Officers, Street Representatives Network, Residents' Associations, Neighbourhood Watch, Schools, College, Sports Clubs, Healthy Town Project, Young Advisers, Junior Citizens, Street Pastors, NDVS, etc. - not an exhaustive list*).
- To provide a trusted link between local residents, The Ilfracombe Town Council and other service providers. Being a 'hands on' problem-solver and provider of practical solutions. To develop and maintain a respectful and productive relationship with local residents and their organisations to ensure that local people are actively engaged in the development and improvement of their community.
- To ensure that local residents and organisations are aware of the services available in the neighbourhood and to be actively involved in improving those services. To maintain a comprehensive, up to date knowledge of the local community and services.

Main Duties:

To be conducted within the agreed framework of activities / work plan:

1. To act, in the course of duty, as 'the eyes and ears' of The Ilfracombe Town Council, the residents and the business community of Ilfracombe.
2. To patrol the neighbourhood, providing first response where necessary (e.g. litter or weed clearance, graffiti removal), identifying environmental and safety issues, reporting to the appropriate agencies and working on effective solutions (using Statutory Enforcement Powers where appropriate & authorised so to do). Follow up on agreed actions.
3. To monitor properties for unusual activity (e.g. accumulation of unopened mail in letter boxes). Where vulnerable residents are identified, providing initial, practical assistance, undertaking emergency 'small works' where qualified and authorised to do so, reporting and ensuring that residents are linked in to appropriate helping agencies (Housing Associations staff, befriending schemes, Complex care Teams etc.).
4. To signpost residents to appropriate services, both statutory and voluntary. Where no appropriate service exists, to report such gaps and bring them to the attention of The Ilfracombe Town Council and others.
5. To monitor neighbourhood cleanliness, street furniture, lighting, graffiti, fly-tipping, anti-social behaviour, drug-taking etc. and to report information to the appropriate authorities to ensure timely and effectively co-ordinated response. Build close, regular working links with front-line staff of relevant authorities (e.g. Hygiene Operatives), sharing information about what works well and informing revisions to service delivery. (e.g. timing of refuse collections). Attend Ilfracombe Town Council Litter Meetings.
6. To deliver educational information talks to schools/students (on anti-social behaviour – e.g. littering and graffiti)
7. To encourage and promote re-cycling and re-use of resources.
8. To submit regular, written reports on activities / progress to The Ilfracombe Town Council (or designated officer).
9. To gather 'good news' stories for promotion and publicity for Ilfracombe, liaising with appropriate colleagues within clear operational guidelines.
10. To keep detailed daily records of activities undertaken, outcomes, expenditure, timesheets etc. (this is a self-servicing post and does not have clerical support).
11. Perform other such duties as may be required by The Ilfracombe Town Council.
12. To be responsible and accountable for carrying out the duties of the post with due regard to Ilfracombe Town Council Health & Safety Policies and Procedures.
13. To be responsible and accountable for carrying out the duties of the post with due regard to Ilfracombe Town Council Equal Opportunities Policies and Procedures.

Person Specification

Post title: Ilfracombe Town Warden
 Grade/Scale: £16,949 - £18,891 p/a

Attributes/ requirements	Essential	Desirable	How these will be identified
Education/ Qualifications	<p>None specific, but must be able to communicate clearly in writing and face-to-face.</p> <p>Good level of numeracy.</p>	GCSE or NVQ qualifications in English, Maths, ICT, and vocational skills training. Youth & Community Work.	Application form, certificates
Relevant experience	<p>Experience of working in a paid or voluntary capacity with residents and/or community groups.</p> <p>Good 'all-rounder' with a variety of life experience.</p>	Experience (paid or voluntary) of putting the views of local people to the organisations who provide local services (representation & advocacy). Report writing and presentation.	Application form, interview, references
Knowledge and skills	<p>Knowledge and understanding of the issues that face people living in the neighbourhoods of Ilfracombe.</p> <p>Team player with friendly attitude to all people.</p> <p>Ability to communicate with members of the public face to face and by telephone, in an assertive, polite and tactful manner to maintain good relationships.</p> <p>The ability to deal with aggressive people without confrontation, to remain calm and cope with the stress</p>	<p>Understanding of the concerns and aspirations of local people.</p> <p>Understanding of community development work and 'capacity building'.</p> <p>Understanding of the range of local services provided by organisations such as Councils, Police Health Services and</p>	Application form, interview, references

Attributes/ requirements	Essential	Desirable	How these will be identified
	<p>of such situations.</p> <p>Good organisation skills and efficient use of work time.</p> <p>The ability to reflect a positive image at all times and a commitment to providing residents with a high quality service.</p>	<p>the Voluntary & Community Sector.</p>	
Training and development	<p>Willing to undertake training and development as required to carry out duties of the post.</p>	<p>Management of own self-development through formal and informal learning.</p>	<p>Application form, interview, references</p>
Personal qualities	<p>High level of tact, discretion and confidentiality when dealing with sensitive information.</p> <p>Problem-solver, creative thinker. Hard working and self motivated. Able and willing to work on own initiative. High level of commitment to finding new ways to improve our community in Ilfracombe.</p> <p>Sense of humour</p>	<p>Ability to challenge and question the way services are delivered, whilst maintaining excellent working relationship with partners/service providers.</p>	
Other	<p>Willing and able to work outside normal office hours, including evenings and occasionally at weekends.</p> <p>Willing to work in a non-smoking environment. Ability and willingness to carry out door to door consultation in Ilfracombe and district neighbourhoods. Commitment to working for equal opportunities for all people, and to</p>	<p>Ability to drive, and to possess a clean driving licence.</p>	<p>Application form and references</p>

Attributes/ requirements	Essential	Desirable	How these will be identified
	tackling discriminatory practices. Willing to undergo an enhanced CRB disclosure check		

Ifracombe Town Council



APPLICATION FORM

STRICTLY CONFIDENTIAL

A CV is acceptable only in addition to this completed form

Post applied for

Title	Forenames	Surname
Address		Home Telephone
		Mobile
		Work Telephone (only if we may contact you there)

CURRENT/MOST RECENT EMPLOYER

Post Held		
Employer		
Date Appointed	Present Salary	Reason for wishing to leave

PREVIOUS EMPLOYMENT - listed with most recent first

Dates, from - to	Employer	Post Held	Reason for leaving

EDUCATION

Name of School / College / University	Examinations Passed	Grade	Date Obtained

ADDITIONAL INFORMATION

Please explain why you think you would be ideal for this role.

Are you related to a Councillor or employee of this Council? **YES / NO**

If YES, please give details:

Canvassing Councillors or employees of this Council will disqualify your application.

If you were successful in this application for employment with the Council, would this be your only job? If not (because of the Working Time Regulations), please give details of any secondary employment.

Where did you see this post advertised?

REFEREES

Please give names and addresses of two referees. One must be your current or last employer.

First Referee - Employer

Name:

Address:

Daytime telephone:

May we contact them without further reference to yourself? **YES/NO**

Second Referee

Name:

Address::

Daytime telephone:

May we contact them without further reference to yourself? **YES/NO**

In what capacity do you know the second referee?

SIGNATURE

I certify that the statements contained in this application are to the best of my knowledge correct and that knowingly making a false statement may lead to dismissal. I understand that, in the event of being short-listed for interview, I will be required to complete a confidential declaration regarding any criminal conviction deemed as unspent under the Rehabilitation of Offenders Act 1974. *

Signed.....

Date.....

*There are some posts which are exempted from the Rehabilitation of Offenders Act 1974 and so spent convictions will have to be disclosed along with cautions, reprimands, final warnings and other non-conviction information (including pending prosecutions). These posts are also subject to disclosure. The letter accompanying this application form will advise you if this particular post is exempted from the Act.

CRIMINAL RECORD INFORMATION

Having a criminal record will not necessarily bar you from working for the Council, although the nature of the position and the circumstances of and background to any offences would be taken into consideration. The Criminal Records Bureau has published a Code of Practice For Registered Persons and Other Recipients Of Disclosure Information; this is available from us on request. A disclosure will not be sought from the Criminal Records Bureau unless we make you a conditional offer of employment

Please return this form to:

**The Mayor
Ilfracombe Town Council
The Ilfracombe Centre
44 High street
Ilfracombe. EX34 8AL**

Telephone 01271 855300
Fax 01271855312
Email: itc@northdevon.gov.uk

Please note that application forms received after the closing date will NOT be accepted.