

Job Pack

**Neighbourhood First
Advisor (Zones)**



Lewes District Council



Working in partnership with Eastbourne Homes

Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

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| Post Title | Neighbourhood First Advisor (Zones) |
| Service Area | Service Delivery |
| Team | Neighbourhood First |
| Grade / salary | Band C |
| Reports to | Neighbourhood First Team Leader |
| Date prepared | June 2021 |

Job Purpose

- Respond effectively and proactively to customers, preventing issues from arising, and intervening early when they do arise to prevent escalation.
- Resolve issues in the community and only refer issues elsewhere in the council if they cannot be resolved.
- Support customers to self-serve and resolve issues themselves.
- Act as an advocate for the councils, being a visible presence in the local community
- Facilitating customer access to services and information by enabling and encouraging digital channels.

Key Tasks

1. Provide an efficient and professional service across Lewes District Council and Eastbourne Borough Council by efficiently and proactively responding to reports and requests, keeping customers and colleagues well informed, putting systems, investigating and owning problems and taking enforcement action when required.
2. Maintaining excellent standards in each zone, taking pride and ownership of the standards in the zone through regular monitoring, inspection and by looking closely at the trends in reports in areas and types of issue.
3. Regular monitoring – getting to every part of the assigned zone on a schedule designed around hot spots and targeted areas.
4. Quality on time inspections - achieving the formal inspection schedule on time and to the right standard. The schedule of inspections ensures contracts are monitored and standards of cleanliness and repair are maintained. Reporting any issues to the relevant person or agency immediately and recording action taken.
5. Keeping accurate and timely records of inspections and reports.

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6. Develop and / or maintain a deep understanding of an assigned geographic zone including expected standards, the council and Eastbourne Homes' responsibilities and hot spots or areas requiring a targeted response.
 7. Respond efficiently and professionally to report and requests, keeping customers and colleagues well informed, investigating problems and taking enforcement action when required.
 8. Proactively market the benefits of digital and self-service and social media channels to all customers. Assisting the customer to access self service channels when required.
 9. Accurately update all relevant information systems ensuring that the golden customer record is updated and maintained through verification and validation and in accordance with Data Protection principles and referred when giving advice and guidance.
 10. Report issues via Report it app, pick up and process tasks using the core software and systems.
 11. Work with and support other team members, across both councils to manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
 12. Building and sustaining links with neighbourhood-based teams from other agencies and organisations across Lewes District and Eastbourne Borough. Ensuring partnership working remains at the heart of everything you do.
 13. Building links with the community, particularly in the zone of responsibility. Engaging with community groups to ensure effective resolution of issues and effective lines of communication.
 14. Interacting with and responding to customers in the neighbourhood – in public spaces and in their homes, in drop in sessions, clinics, pop up and regular surgeries – logging requests and reports on behalf of customers for all areas of activity.
 15. Interacting with staff and owners of retail outlets and other businesses in the town centre and across the borough.
 16. Participating in key internal and external meetings and events such as communities of practice, joint action group and Neighbourhood Panels.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To Promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
4. To understand and apply the council's Data Protection and Data Quality policy and procedures.
5. Any other duties commensurate with the nature of the post.
6. To work within the Council's Management and Core Competencies Framework(s). Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

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| Sharing the Vision - Shaping the Future | <ul style="list-style-type: none"> • Understands the Council's purpose, context, goals, objectives and values, and is willing to behave consistently with them. • Knows the strategic direction of the Council and acts in support of it. |
| Communicating Well | <ul style="list-style-type: none"> • Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally. • Works positively to gain understanding from others. |
| Driving Improvement Performance & Results. | <ul style="list-style-type: none"> • Takes responsibility and ownership for decisions, actions and results. • Takes actions to improve skills, knowledge and level of contribution. • Seeks and delivers high standards for self, team and Council |
| Self Management | <ul style="list-style-type: none"> • Self motivated and professional. • Is organised and uses time and technology efficiently. • Adopts a flexible approach to change |
| Delivering for our Customers | <ul style="list-style-type: none"> • Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction |

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| Working Together | <ul style="list-style-type: none"> • Actively contributes to team working, sharing information, valuing the input of others. • Works co-operatively and is committed to building, productive, positive relationships. • Demonstrates commitment to achieving overall team objectives |
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This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

PERSON SPECIFICATION

QUALIFICATIONS

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| <p>Essential</p> <p>Good standard of general education including GCSE at grade C, or above (or equivalent) in maths and English or qualified by strong relevant experience.</p> | <p>Desirable</p> <p>Enforcement. Investigative interviewing.</p> |
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TRAINING

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| <p>Essential</p> <p>Willingness to undertake appropriate training, (such as data protection and FOI)</p> <p>Customer Service Qualification equivalent to NVQ level 2 or higher (or willing to achieve within 2 years in post)</p> <p>Equalities</p> | <p>Desirable</p> <p>Customer Services. Health and Safety.</p> |
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SKILLS & ABILITIES

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| <p>Essential</p> <p>Able to communicate effectively with customers, colleagues, Council Officers and external agencies.</p> | <p>Desirable</p> <p>Understanding of social media channels and channel shift.</p> |
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Ability to effectively organise own and team workload to meet deadlines.

Ability to mentor and coach other team member.

Partnership working

Community engagement
Self-motivated and confident working under own initiative.

Flexible, responsive and adaptable in approach.

Assertive when appropriate.

Ability and commitment to help challenging and distressed customers.

Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customers needs.

Ability to work calmly and sensitively.

Customer focused.

Ability to use IT systems to gather, store and process information.

Ability to work, support and deliver services within the Councils

Equality and Diversity .

KNOWLEDGE

| Essential | Desirable |
|--|------------------|
| Working knowledge of Microsoft Office. | Enforcement |
| Relevant legislation and good practice | |
| Detailed knowledge council services | |
| Monitoring and inspection procedures | |
| Community engagement | |

EXPERIENCE

| Essential | Desirable |
|---|------------------|
| Experience of working in a Customer focussed environment. | Enforcement |

PHYSICAL, LEGAL AND OTHER REQUIREMENTS

| Essential | Desirable |
|--|------------------|
| An engaging, enthusiastic and positive manner with a strong “can do” approach. | |
| To be physically able to perform the duties of the post which include carrying out extensive foot patrols and climbing stairs. | |
| Able to work outside in all weathers. | |
| Ability to work a flexible shift pattern, which will include weekends, bank holidays and evenings. | |
| Full clean driving licence and the ability to travel across Lewes District and Eastbourne Borough. | |
| Willingness to wear a full uniform. | |
| Willingness to work within the Council’s Core competency framework | |

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| Willingness to work hours to suit the requirements and needs of the Councils | |
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C

Salary

The spinal column points (SCP) for the post are as follows:

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|--------|---------|--------|---------|--------|---------|
| SCP 6 | £20,436 | SCP 11 | £22,564 | SCP 16 | £24,911 |
| SCP 7 | £20,845 | SCP 12 | £23,015 | SCP 17 | £25,410 |
| SCP 8 | £21,262 | SCP 13 | £23,475 | SCP 18 | £25,919 |
| SCP 9 | £21,687 | SCP 14 | £23,945 | SCP 19 | £26,437 |
| SCP 10 | £22,121 | SCP 15 | £24,423 | SCP 20 | £26,966 |

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be regular.

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Essential User Car Allowance

In order to perform your duties, it is essential that you have available the use of a motor vehicle and, therefore, you will be paid an essential user car allowance. This allowance is reviewed annually and may be withdrawn or amended if the circumstances in which it is granted change.

You will be entitled to mileage as an essential user on official council business.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar month, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2022 are:

| Pay Range | Contribution |
|---------------------|--------------|
| Up to £15,000 | 5.5% |
| £15,001 - £23,600 | 5.8% |
| £23,601 - £38,300 | 6.5% |
| £38,301 - £48,500 | 6.8% |
| £48,501 - £67,900 | 8.5% |
| £67,901 - £96,200 | 9.9% |
| £96,201 - £113,400 | 10.5% |
| £113,401 - £170,100 | 11.4% |
| More than £170,101 | 12.5% |

The pay ranges will be increased each year from 01 April in line with inflation.

Based on the salary for this role, the contribution will be 5.8% increasing to 6.5% when paid from SCP 13.