

Job Pack

**Neighbourhood First
Senior Advisor
(Operational)**



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

Post Title	Neighbourhood First Senior Advisor (Operational)
Service Area	Service Delivery
Team	Neighbourhood First
Grade / salary	D
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 a rapid response (low level) fixing and maintenance service across Lewes District, Eastbourne Borough and housing estates e.g. removing graffiti or obstacles, undertaking minor repairs, overseeing small works and making areas safe.
2. Supporting the Neighbourhood First team when a vehicle or tools are required e.g. to transport heavier equipment or relocating items as deemed necessary.
3. Undertake complex activity or cases drawing on deeper knowledge of council services.
4. Undertake sampling, disinfestations and disinfection treatments required to maintain public health and control of nuisance pests.
5. To undertake range of inspection and monitoring activities, including empty property inspections, housing block checks and playground inspections.
6. Ensuring timely and accurate record keeping for checks carried out.

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7. Maintain standards and income in all council run car parks and carry out a range of work including patrols in all weathers, reporting issues as required and undertaking enforcement activities.
 8. To work as part of an effective team across Lewes District and Eastbourne Borough to ensure a responsive customer journey.
 9. Ensure advice and guidance given takes the customer's full story into account, provided through their golden customer record.
 10. Identifying, championing and implementing opportunities for customer enabling and preventative activities, aligned to council priorities and objectives.
 11. Proactively market the benefits of digital and self-service and social media channels to all customers.
 12. Coach and mentor Neighbourhood First Advisors (Operational) ensuring knowledge sharing across the team and geographical areas.
 13. Capture email addresses and telephone numbers into the contact record wherever possible and actively encourage customers to give us their preferred contact method.
 14. Access and 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.
 15. Actively maintain knowledge of relevant legislation and good practice and develop and maintain knowledge of Lewes District and Eastbourne.
 16. Using the Report it app to report issues and pick up and process tasks using appropriate systems and software.
 17. Work with other team members to organise and manage workloads effectively, ensuring that all customer and performance standards and targets are achieved.
 18. Building and sustaining links with neighbourhood-based teams from other agencies and organisations across Lewes District and Eastbourne Borough.
 19. Assist with knowledge sharing across the team and with supporting and developing others within the team in areas of specialism as well as personally owning more complex actively and cases.
 20. Own and respond to corporate complaints, MP enquiries and FOI requests ensuring they are investigated and responded to according to agreed timescales.

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 Core Competencies Framework. 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

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

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

<p>Essential</p> <p>Good standard of general education including GCSE at grade C or above or equivalent in English and Maths, or qualified by strong relevant experience.</p> <p>Customer Service Qualification equivalent to NVQ level 2 or higher (or committed to achieve within 2 years).</p>	<p>Desirable</p> <p>Qualification or accreditation as an Electrician, Carpenter, Plumber or other relevant building trade.</p> <p>Pest control qualification. (RSPH / BCPA)</p>
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TRAINING

<p>Essential</p> <p>Commitment to undertake continuing professional development.</p> <p>Customer Services.</p> <p>Equalities.</p> <p>Health and Safety.</p> <p>Willing to undertake relevant training.</p> <p>Complaint handling</p>	<p>Desirable</p>
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SKILLS & ABILITIES

Essential	Desirable
<p>Able to communicate effectively with customers, colleagues, Council Officers and external agencies.</p> <p>Ability to effectively organise own and team workload to meet deadlines.</p> <p>Ability to mentor and coach other team members.</p> <p>Self-motivated and confident working under own initiative.</p> <p>Flexible, responsive and adaptable in approach.</p> <p>Assertive when appropriate to resolve complex enquiries</p> <p>Ability and commitment to help challenging and distressed customers.</p> <p>Ability to actively listen in order to extract and assess important information to ensure that the appropriate arrangements are made to support the customer's needs.</p> <p>Ability to work calmly and sensitively.</p> <p>Customer focused.</p> <p>Proficient in use of relevant IT systems</p> <p>Coaching and mentoring</p> <p>Equality and Diversity</p>	<p>Understanding of social media channels and channel shift.</p>

KNOWLEDGE

Essential	Desirable
<p>Working knowledge of relevant IT systems.</p>	

<p>Knowledge of services provided across the councils.</p> <p>Detailed knowledge of at least one operational function.</p> <p>Community engagement</p>	
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EXPERIENCE

<p>Essential</p> <p>Experience of working in a fast paced Customer Services environment.</p> <p>Detailed knowledge of at least one operational function.</p> <p>Knowledge and understanding of relevant regulations and legislation.</p> <p>Good understanding of Council services.</p> <p>Use of range of tools appropriate to the operational function, e.g. building trades, estates.</p> <p>Monitoring/inspection or enforcement procedures as appropriate.</p>	<p>Desirable</p>
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PHYSICAL, LEGAL AND OTHER REQUIREMENTS

<p>Essential</p> <p>An engaging, enthusiastic and positive manner with a strong “can do” approach.</p> <p>To be physically able to perform the duties of the post.</p> <p>Able to work outside in all weathers.</p> <p>Full clean driving licence and the ability to travel across Lewes District and Eastbourne Borough.</p>	<p>Desirable</p>
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Willingness to work hours to suit the requirements and needs of the Councils	
Full clean driving licence and the ability to travel across Lewes District and Eastbourne Borough.	
Willingness to wear a full uniform	

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 D

Salary

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

SCP 15	£24,003	SCP 20	£26,502	SCP 25	£29,577
SCP 16	£24,483	SCP 21	£27,032	SCP 26	£30,451
SCP 17	£24,973	SCP 22	£27,573	SCP 27	£31,346
SCP 18	£25,473	SCP 23	£27,741		
SCP 19	£25,982	SCP 24	£28,672		

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.

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 months increasing to two calendar months when paid from SCP 23, 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 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	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 6.5%