

Job Description

Job Title	Travellers Officer
Grade	9
Business Unit or Division	Area Housing
Department	Housing Management

Purpose of the job

To contribute towards achieving the vision for housing services by taking overall responsibility for, and championing the Borough's Traveller sites, delivering a customer focused service, drawing together cross cutting initiatives, managing tenancies, and acting as advocate and feeding into the area planning process.

Principal accountabilities

1. Keep abreast of government initiatives, legislation and race relations frameworks relating to Gypsy and Traveller communities and provide advice to the council on its responsibilities and obligations.
2. Strive to achieve service performance targets and continuously look for and suggest ways to improve services.
3. Ensure that that service delivery is in line with equal opportunities policies, procedures and best practice and be sensitive to Gypsy and Traveller culture.
4. Identify, develop and maintain a rapport with a network of individuals, agencies and professionals involved in the provision of support services to tenants, the community and the environment. This includes working with Travellers' groups and organisations.
5. Develop and maintain good relationships with STAG, keeping the Resident Services Manager informed of issues and developments.
6. Be responsible for building positive customer relations, providing a visible presence, visiting residents in their homes, acting as a point of contact, holding site surgeries and attending tenants' meetings.
7. Work closely with local Police, Community Wardens and other agencies to develop community safety plans and initiatives and help highlight crime hot spots.
8. Respond to complaints of all types of anti-social behaviour. Work in conjunction with other agencies as appropriate and escalate interventions to enforcement sections Provide support to victims and witnesses, referring to Victim Support if appropriate.
9. Develop ownership and establish a vision for sites which covers all council services environment/roads/ lighting etc and which, when delivered, will make them better places to live. This will include prevention of fly tipping, abandoned vehicles, improved cleanliness and site quality.
10. Maximise the use of sites through efficient management of empty pitches, arranging viewings, sign ups etc and manage and monitor applications for sites, offering appropriate and realistic advice on pitch prospects and other housing options.
11. Support and empower residents to influence what happens around their homes and to take an interest and contribute positively to life in their neighbourhoods.
12. Manage the budgets identified for the travellers sites ensuring efficient and

effective use are made of resources.

Job context

1. The post-holder will be required to work with a wide range of stakeholders including:
 - Tenant and Resident Associations
 - Ward Councillors
 - Cabinet Members
 - Local MPs
 - Other Housing Services Divisions
 - Adults and Children's Services
 - Environmental Services
 - Internal and external legal services including courts
 - Third Sector Agencies
 - Gypsy and Traveller communities
 - Others from the general public
2. The post holder will be required to work across agencies and partnerships in a way that brings about strategic change and addresses the corporate aims of the council and objectives of the department.
3. The postholder will work on behalf of the Council and manage complex relationships to secure the implementation of government objectives, council priorities and local priorities.
4. The post holder will work to the Resident Services Manager – structure chart attached...
5. The post holder has no direct budgetary responsibility, but will support and contribute to the management of locally delivered contracts such as cleaning.

Person Specification

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Knowledge, including educational qualifications:	Essential (E) or Desirable (D)	How assessed (S/ I/ T)
1. Housing management functions including tenancy management, arrears prevention, ASB, H&S, repairs, related Court work and benefits advice	E	S I
2. Housing and welfare benefits and job seeker and adult literacy and related opportunities.	D	S
3. Knowledge of current housing legislation & social issues in relation to their impact on service delivery to traveller groups.	E	S I
4. A good understanding of race and ethnicity issues and ways of tackling all forms of discrimination.	D	S I
 Experience:		
5. Experience of multi-agency or community development working with Gypsies and Travellers and/or those from other ethnic minorities.	E	S I
6. Experience of handling conflict or hostile situations and preventing and managing situations of conflict.	E	S I
7. Experience of dealing directly with the public in a housing related problem solving or advising capacity.	E	S I
8. Experience working to and achieving both group and individual performance targets.	E	S I
9. Experience of dealing with building and maintenance repair issues and contractors.	D	S I
 Aptitudes, Skills & Competencies:		
10. Competence in negotiation, mediation and advocacy skills.	E	S I
11. Ability to demonstrate an understanding of equal opportunity issues as they relate to the duties of the post	E	S I
12. Self motivated and able to use initiative, prioritise workloads and meet deadlines in a constantly changing environment.	E	S I
13. Ability to analyse and evaluate information and produce reports & presentations on findings.	E	S I T
14. Ability to work on own initiative and be self motivated	E	S I
15. Ability to build effective working relationships with staff, peers and members	E	S I
16. Ability to provide a customer focused service and to	E	S I

communicate effectively both verbally and in writing.

Special Conditions of Recruitment:

17. To work outside normal working hours to respond to emergencies or attend meetings

18. Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.

19. To comply with the Council's Health & Safety Policy

Key:	D	Desirable	S	Shortlisting criteria
	E	Essential	I	Evaluated at interview
			T	Subject to test