

## Job Description

<b>Job Title</b>	Community Streetscene Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Streetscene Services
<b>Grade</b>	6
<b>Competency Level</b>	1
<b>Salary</b>	£34,314 - £38,626
<b>Job Type</b>	Hybrid
<b>Location</b>	Liverpool Citywide
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A5642

## Job Purpose

Providing a frontline point of contact within a designated geographical area for all cleaner, greener and safer issues requiring a problem-solving approach.

The post holder will actively engage with and respond to issues and opportunities raised by Councillors, key partners, businesses local residents and communities to achieve positive sustainable outcomes.

## Directly Responsible For:

Not applicable

## Directly Responsible To:

Senior Community Streetscene Officer

## Main Areas of Responsibility:

- To be a key point of contact within a defined geographical area to facilitate effective partnership working to support the development of cleaner, greener and safer neighbourhoods across the City
- To engage effectively with local councillors, communities, local residents, businesses and partners to deliver positive and sustainable environmental and social outcomes within a defined designated area
- To assist in the development of relevant local action and business plans that support successful and sustainable improvements of cleaner, greener, safer community initiatives
- To support the targeting and effective spend of any area-based funding through project management of ward-based projects including those funded through Section 106 and MNF
- To work with other organisations to maximise opportunities for match funding and demonstrate impact and value for money
- To organise and support others community events, projects and initiatives that actively promote sustainable environmental and social improvements in neighbourhoods
- To contribute to gathering data and local intelligence that contributes to service level performance measures

- To actively pursue those responsible for committing environmental crime through the initiation of enforcement action including serving fixed penalty notices
- To investigate and resolve complaints received through CONFIRM or I Casework
- To work with partners to improve local environmental quality
- To monitor contractual performance and when necessary work with contractors or any other service delivery team to help to rectify service failures
- To use all learning opportunities to develop personal skills to improve effectiveness, efficiency, quality and delivery of services
- To comply with the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure compliance with all Statutory requirements, with Standing Orders and Financial Regulations of the City Council and to ensure that the work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- To maintain continuously high standards of customer care

## **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Monitor financial performance and deliver within budget
- Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate



## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- This post will involve working in adverse weather conditions, manual handling in some cases when removing bags or waste and physically walking the patch. The role also involves serving FPNs and enforcement notices, which may bring confrontational situations

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Formal qualification in related disciplines or education to NVQ level (or similar) or equivalent related experience (A,I)

## Experience

### Essential

- Experience of working at a similar level in a related field (Neighbourhood or Environmental related services), preferably within a local government setting (A,I)
- Experience of undertaking operational inspections in a local area / ward and addressing issues arising from these (A,I)
- Substantial experience of operating in communities at a local level and engaging councillors and communities in addressing local issues (A,I)
- Experience of working in partnership with third party organisations and / or contractors to deliver local priorities (A,I)

### Desirable

- Budget management experience and awareness of financial accounting and procurement procedures in the public sector

- Project management experience, particularly the delivery of community-based initiatives and the management of risk
- Helping to deliver local communication / consultation arrangements and / or working directly with ward councillors, tenants and residents on a face-to-face basis

## Skills/Abilities

### Essential

- Excellent written / oral communications and interpersonal skills (A,I)
- Ability to work confidentially and effectively in direct contact with tenants / residents, partners etc (A,I)

### Desirable

- Have an adaptable / flexible approach to work / working arrangements
- Ability to operate effectively and provide the highest standards of service within tight timescales and a demanding working environment
- Good IT skills

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- To promote and deliver the City Council's commitment to equal opportunities
- A commitment to maintaining continuously high standards of customer care

## Other

### Essential

- Attending meetings (which could on occasion be outside normal office hours) (A,I)

### Desirable

- Awareness of relevant legislation and health and safety requirements
- Representing the Service at resident / partner meetings etc. outside normal office hours