



Role Profile

Neighbourhood Warden

Housing

Prevention and Communities

Role Profile: Neighbourhood Warden	Role Profile Number: SBC_12649
Directorate: Housing	Reporting to: Neighbourhood Wardens Housing Supervisor
Grade: CFL 5	Date Prepared: 28 March 2026

Our values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other



Purpose

The Neighbourhood Warden role will deliver insert details across Council-owned properties. The postholder will be required to be able to carry out strenuous manual work, including lifting and loading of heavy items and to help maintain clean and safe neighbourhoods through a process of physical work, inspection, observation, and interaction with other teams and agencies.

Postholders are required to deliver a friendly and customer focused warden service to neighbourhoods, promoting respect for people, property and the environment.

The successful candidate will demonstrate technical expertise in housing management, and the ability to manage complex operational activities. The role also requires effective stakeholder engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

Key responsibilities and accountabilities:

- Provide a regular inspection service of communal areas in blocks of flats to check health and safety issues (including preventative fire safety, reporting all defects and/or repairs and ensuring timely follow-up) and compliance with tenancy agreement.
- Support the Council's prevention model and be a presence on our estates.
- Remove any immediate hazards or flytip, and litter pick the immediate area.
- Provide a cleaning and inspection service in high rise blocks as required.
- Carry out fire alarm testing as required.
- Support the community and Housing Officers Tenancy and Enforcement, in tackling antisocial behaviour (ASB) issues, through observation, reporting and where necessary, intervention.
- Identify and support vulnerable tenants and leaseholders (older people, victims of crime, homeless people) to access services, as and when appropriate.
- Provide advice and assistance to tenants and the wider community on recycling to reduce household waste; carry out up-skilling, education and recycling initiatives
- Carry out ad-hoc projects (numbering of communal light fittings, fixing of signs, special cleans and litter clearances, graffiti removal projects, etc).
- You may need to drive a council owned vehicle and attend housing sites across the borough.
- Attend and assist at evictions, where required remove and/or store belongings from properties and garages, and dispose of using efficient and cost effective methods e.g. inclusion of commercial waste containers.
- Carry out minor repairs e.g. replace light bulbs, missing fence panels, change locks, board up windows. Report other defects to the repair service
- Be a visible presence on the estates, observing and promptly tackling environmental

issues such as fly-tipping, graffiti, litter and overgrown vegetation.

- As directed by the Housing Supervisor - Neighbourhood Wardens, undertake small projects and improvements such as gardening, improving signage and garage numbering.
- Assist teams across Housing services to remove and/or dispose of any unwanted goods / possessions, where appropriate, up-cycle accordingly.
- To drive council vehicles as required ensuring that they are driven in a safe, competent and professional manner, and following all DVLA driving standards.
- The role will include assisting with vehicle and tool audits, collection and delivery of materials to various sites across the Borough and colleague transportation when required.
- Liaise with Housing Officer - Tenancy and other Housing colleagues as necessary on estate management issues, and take part in estate walkabouts.
- Represent the Neighbourhood Wardens at any relevant community, management or officer meeting in the absence of the Housing Supervisor – Neighbourhood Wardens e.g. local forum meetings.
- Encourage tenant and leaseholder interaction on estate and community issues e.g. attend community based events, and establish links with local voluntary groups.
- Establish involvement with schools within local area e.g. school assemblies, fetes, fun days. to promote the warden service and pro-social behaviour.
- Participate in appropriate corporate initiatives aimed at maintaining safe and clean neighbourhoods.
- Promote resident involvement and action, including a Young Warden initiative.
- Work in partnership with other Council teams and external agencies such as Police, Probation, and Youth Offending Team (YOT) as required.
- Give guidance to offenders referred to carry out 'community payback'.
- To record and share data and information using IT systems and hand-held technology.
- Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.
- Respond to service requests, complaints, and enquiries from residents, elected members, and other stakeholders.
- Attend meetings with tenants, leaseholders, community groups, and Councillors to provide operational updates and resolve issues.
- Support the development of digital systems and data reporting tools to improve operational insight and decision-making.
- Promote a data and customer insight driven culture by utilising data and feedback to inform decision-making within processes and service delivery.
- Take responsibility for personal safety while lone working, ensuring compliance with SBC Health and Safety policy.

Supplementary Accountabilities:

- Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure training needs are met.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
- Take part in community development events and act as ambassador for housing, promoting engagement and supporting customers who will benefit most.
- Carry out any other duties appropriate to the post as necessary or as requested.
- Flexibility to travel as part of managing a patch, and flexibility to travel across the borough when cover is required.

Professional behaviours:

Everyone in Housing is responsible for • Safeguarding adults and children.

- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to underrepresented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

Decision making:

- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.

Creativity and innovation:

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.

- Promote innovative use of methods, and digital tools to modernise service delivery and improve efficiency.
- Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes.
- Contribute to strategic development initiatives, ensuring innovations align with organisational.

Job Scope:

Number and types of jobs managed: None

Budget Holder: No

Budget Value: N/A

Asset Responsibility: N/A

PERSON SPECIFICATION

Qualifications	Essential or desirable
<ul style="list-style-type: none"> • Chartered Institute of Housing level 3 or above (or equivalent experience) • Management qualification or equivalent experience desirable • Educated to GCSE Level A–C or equivalent 	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p>
Knowledge and experience:	
<ul style="list-style-type: none"> • Knowledge and experience of health and safety at work especially manual handling at work, COSHH and PPE. • Appreciation and understanding of Housing legislation including the Social Housing Regulation Act and the consumer standards. • Experience of leading staff in a multi-functional operational environment. • Experience in stakeholder engagement, conflict resolution, and customer service. 	<p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>

Aptitudes, Skills and Competencies:	
• Excellent communication skills	Essential
Special Conditions of Recruitment:	
The postholder will require a full UK driving license and access to a vehicle and have business insurance	Essential

Other Key Features of the role:

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.



