

## TENDRING DISTRICT COUNCIL

### JOB DESCRIPTION

**Job Title:** Casual Community Ambassador                      **Post No:** 20001082  
**Department:** Chief Executive - Partnerships                      **Grade:** 5 / 6  
**Reports to:** Enforcement and Community Safety Co-ordinator

### JOB PURPOSE

To improve the quality of life in the Tendring District Council area by providing a visible presence across the district, dealing with incidents of anti-social behaviour and reporting issues where action is required, establishing links with partner agencies, residents, visitors, and businesses.

To support the district, the main aspect of the role is to engage, explain, encourage, alongside providing advice and guidance across the Tendring district, operating in public facing settings. (It should be noted that Enforcement is a key priority for the Council at the current time)

To educate and explain guidance, byelaws, and other legislation to members of the public and businesses when required. Be the "Eyes and Ears" of the Council and provide support as required.

These objectives will support Tendring communities, on a wide range of issues and escalating issues to other Council teams or other agencies as necessary.

### JOB ACTIVITIES

1. Work with visitors and residents on the District's open public spaces to prevent local guidance, byelaws, being contravened and provide local advice and guidance where necessary.
2. To provide a visible uniform presence through targeted patrols across the Tendring District – the ability to work weekend shifts would be an advantage but not essential as shifts will be available 7 days a week (01.05.2024 – 30.09.2024).
3. To undertake proactive engagement with members of the community, visitors and businesses.
4. To undertake the observation of occurrences, and recording these in a suitable format passing concerns to other specialist teams. To provide support to other officers in the Council through the 'four E approach'.
5. To work closely with the Community Policing Team, the Community Safety Hub and departments within the Council and with other partner agencies to tackle identified local issues.
6. To establish links with residents, businesses and community organisations and listen to their views and priorities for action including attendance at meetings of local groups and organisations.

7. To provide support to other officers in the Council in dealing with, amongst other things, graffiti, litter, abandoned cars, dog issues, fly-tipping, untidy land and off street parking contraventions.
8. To act as a point of information / advice to local residents and members of the public in relation to the business of the Council.

## **SUPERVISION AND RESPONSIBILITIES**

The post-holder will report to a supervisor and receive tasks from the Safer Communities Team and other Council Departments.

The post-holder will be required to communicate with other departments and outside organisations at all levels.

## **SPECIAL CONDITIONS**

The post-holder is expected to be required to operate in the evenings and weekends to meet the demand which often occurs outside usual office hours and to work all reasonable hours to ensure deadlines are met and attend out of hour's emergencies in connection with any function undertaken by the Council.

The post-holder must have a full, clean driving licence.

The above duties may involve having access to information of a confidential nature which may be covered by the Data Protection Act / Freedom of Information Act, GDPR. Council policies in respect of confidentiality and storage must be followed at all times.

To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.

## **CORPORATE RESPONSIBILITIES**

Must achieve good performance on relevant performance indicators both local and statutory, and ensure that all employees understand the aims and objectives of the service, and are able to maximise potential and achievement.

Must ensure that employees can relate their work to the Council's overall corporate strategy and priorities.

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

Must maintain high quality corporate and service standards and best practice as required.

*This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.*

# TENDRING DISTRICT COUNCIL

## PERSON SPECIFICATION

**Job Title:** Casual Community Ambassador

**Post No:** 20001082

*It will help the assessment of your application if you ensure it addresses how you meet each of the requirements set out in this document. If appropriate please set out the actions you are willing to take to close any gaps.*

### PROFESSIONAL AND TECHNICAL DEVELOPMENT

- a) Undertakes personal development through gaining relevant experience
- b) Maintains an awareness of similar roles in other organisations
- c) Educated to good general standards including qualifications in English and Maths
- d) IT literate and able to use email, word processing and database software

### COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

#### 2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others

#### 3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels.
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

#### 3.2 Persuading and Influencing

- a. Makes a strong personal impression on others
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating
- c. Promotes ideas on behalf of self and or others
- d. Makes effective use of (internal) political processes to influence and persuade others

#### 6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings

- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role