

### JOB DESCRIPTION

JobTitle	<b>Gypsy Traveller Liaison Officer</b>
Directorate	<b>Housing and Assets</b>
Reports to	<b>Service Manager - Housing Programmes</b>

#### 1.0 Job Purpose

Reporting directly to the Service Manager, Housing Programmes this specialist post will provide a single point of contact on behalf of the council in relation to all matters involving the Gypsy Traveller community which includes a diverse area covering individual support, site management, transit site provision, awareness training, community engagement and advising on related legislation and guidance.

Co-ordinate the council's responsibilities in relation to unauthorised encampments which involves site visits, welfare assessments, provision of services, dealing with any community tensions from local residents and evidence preparation for legal purposes. Provide advice and assistance to private land owners and other stakeholders in relation to encampments on private land.

Ensure the council meets its legal obligations in relation to the provision of the permanent council Gypsy Traveller site and transit sites and co-ordinates arrangements for the placement of Syrian refugees within Flintshire.

#### 2.0 Principle Accountabilities

1. To act as the single point of contact for the public, Members, Police, business owners, partner agencies, staff, etc. in respect of all council matters relating to the Gypsy Traveller community.
2. In a 'supporting people' role provide an advocacy and supporting role to Gypsy Traveller individuals and communities. This involves support, advice and representation in relation to accessing services to which they are entitled including benefits, education, DWP claims, housing, health and welfare matters, etc.
3. Facilitate and develop appropriate consultation between the council and the Gypsy Traveller community in the County, ensuring that there is effective liaison between the community and the various agencies working in the county.
4. Provide technical advice to Council decision makers on key legislation and guidance relating to and impacting the Gypsy Traveller community. This can also extend to partners and other stakeholders.
5. Co-ordinate the Council action required when an unauthorised Traveller encampment moves on to Flintshire County Council land

and apply the appropriate guidance for dealing with such encampments.

6. Take an active involvement in the identification and development of suitable transit sites and introduce appropriate management arrangements for their effective use by the Travelling community. This will involve developing and applying site rules and ensuring the site(s) are managed effectively.
7. To represent the Council and Gypsy Traveller Liaison forums and contribute to any relative Welsh Government consultations.
8. To conduct the January and July official caravan count and submit official returns to Welsh Government.
9. To ensure that the Council applies the legislative requirements for the provision of the Council owned site in terms of the Mobile Homes (Wales) Act 2013 and relevant Health and Safety.
10. To ensure that the Council's Gypsy Traveller site is managed effectively ensuring residents are issued with license agreements and understand their rights and responsibilities.
11. Ensure the Council owned site is maintained to a high standard and arrange repairs as required.
12. Take a lead role on behalf of the council to raise awareness of the culture of the Gypsy Traveller community.
13. Work with the Housing Solutions team on matters relating to the housing of Syrian refugees.
14. Any other duties as may be reasonably required within the Housing Programmes Service that relate to this area of work.

### **3.0 Job Context**

Under the direction of the Service Manager - Housing Programmes to manage Gypsy and Traveller residential sites and be the main liaison for matters relating to the Gypsy and Traveller community.

### **4.0 Contacts**

Internal	Service Manager Housing Programmes, Senior Council officers, Elected Members
External	Traveller and Gypsy Communities living on Council owned and private sites Travellers and Gypsies on Unauthorised Encampments Site Managers, General Public, Community councils, North Wales Police, Fire and Rescue Services,

Welsh Government  
Gypsy Traveller Forums

**5.0 Organisation**

The post is located in the Housing Programmes team which is part of the Housing and Assets Portfolio.

**6.0 Skills and Experience**

Knowledge and experience of the housing sector, ideally with experience of managing Gypsy and Travellers services and sites;

Experience in implementing housing management practices such as allocation of accommodation/pitches, void management, tenancy management, customer involvement, neighbourhood management and anti-social behaviour;

A recognised qualification to Level 4 in a relevant discipline such as Housing and/or knowledge of housing law, good practice and current issues in relation to tenancy/site management and rent accounting and/or relevant experience in the responsibilities of the post.

Experience of working with the Gypsy Traveller community.

## PERSON SPECIFICATION

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Directorate **Housing and Assets**

### Essential

**Education** A recognised qualification to Level 4 in a relevant discipline such as Housing and/or knowledge of housing law, good practice and current issues in relation to tenancy/site management and rent accounting and/or relevant experience to meet the requirements of the post.

**Experience** Experience of working with the Gypsy Traveller community;  
Experience of positive stakeholder engagement;  
Experience of partnership working and engaging with the Gypsy Traveller Community;  
Experience of dealing with the public in a front line role.

**Skills** Customer service skills;  
Negotiation skills;  
Analytical and problem solving skills;  
Tact and diplomacy;  
Ability to communicate effectively both verbally and in writing;  
Organisational and administrative skills;  
Ability to prioritise and manage a varied and demanding workload;  
Ability to compile reports and respond to correspondence.

**Other** Knowledge and experience of the housing sector, ideally with experience of managing Gypsy and Travellers services and sites;  
Understanding of equality / diversity.

### Desirable