

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	PROSPERITY, DEVELOPMENT FRONTLINE SERVICES
Division:	Frontline Services
Section:	Waste Management and Enforcement Services
Sub Section:	Enforcement Services
Post Title:	Community Warden
Vision Post Number:	TBC
Grade:	GR7
Responsible to:	Senior Community Warden
Posts Reporting to this Post:	N/A
Team:	Enforcement
DBS Required Level:	Enhanced
Location:	Ty Glantaf
Date of Description:	May 2022

KEY OBJECTIVES

To assist in resolving a wide range of problems associated with anti-social behaviour by patrolling town centres, parks and open spaces, especially outside normal working hours.

To provide a highly visible presence and engage with communities and partner agencies to bring about a sense of confidence and reassurance to local residents, businesses and visitors that the area is safe and welcoming.

To develop community based initiatives that address issues affecting the lives of communities and empower them to bring about change and improvements to the quality of life in their local area.

To enforce environmental powers and legislation relating to littering, dog fouling and any illegal activities prohibited by the Council's Public Space Protection Orders.

SPECIFIC RESPONSIBILITY

- 1. To provide a pro-active patrolling service of residential areas and town centres to identify and report environmental and anti-social behaviour problems.**
- 2. To undertake external liaison on behalf of the Service with appropriate Public, Statutory and Voluntary Agencies, including South Wales Police.**
- 3. To carry out the duties of a "Professional Witness" and collect relevant evidence and present this as required to enable the Council to take legal proceedings as required.**
- 4. To provide intelligence and evidence to appropriate agencies for the purposes of both community development and tackling crime, providing witness statements and attending Court when required.**
- 5. To offer support and safety advice to residents, especially where vulnerability (through age, disability, etc.) and hard to reach groups are identified and referring to other agencies as necessary**
- 6. To maintain accurate, comprehensive and timely records of all interactions, incidents and daily activities to include making appropriate PACE recordings.**
- 7. To actively enforce the Council's Public Spaces Protection Orders.**
- 8. To take reasonable care of own, and others, safety; to co-operate with Managers/Supervisors in complying with statutory Health & Safety duties; to report incidents, accidents, faults etc.**
- 9. To be authorised to issue Fixed Penalty Notices under Environmental Legislation enforced by the Council and issue such Notices where appropriate.**
- 10. To participate in community-based events and proactively seek to achieve strong working relationships with partners and key stakeholders.**
- 11. To liaise with, and advise, RCT Frontline Services Managers and supervisors regarding Community Safety operations and procedures.**
- 12. To assist with specific projects and service priorities in line with service objectives.**

13. To participate in public events to promote the service and its objectives.

14. To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

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THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE/ EDUCATION	<p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills</p> <p>An understanding of environmental enforcement legislation and procedures relating to the Clean Neighbourhood & Environment Act 2005, Environmental Protection Act 1990 and the Councils' Public Spaces Protection Orders.</p>	<p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p> <p>Evidence of recent management training and/or continuing professional development..</p>
EXPERIENCE	<p>Experience of environmental enforcement.</p> <p>Experience of dealing with customers when complaints are received.</p>	<p>Experience of dealing with conflict.</p>
COMPETENCIES	Frontline and Cust. Care Competency Framework	
Working with others	<p>Seeks to prevent or overcome conflict.</p> <p>Is tactful, polite and respectful.</p>	

Communicating Effectively	<p>Uses style of language that others can clearly understand.</p> <p>Sets out written communication clearly, accurately and in a well-structured way.</p>
Meeting Customers' Needs	<p>Considers the needs of different groups e.g. children, senior citizens, disabled people.</p> <p>Knows what issues they can resolve themselves and when to refer upwards.</p>
Demonstrating Technical Ability	<p>Has a high level of accuracy and pays attention to details.</p> <p>Ensures they have collected all the necessary information to move things forward.</p>
Achieving Results	<p>Is always punctual and ready to start work on time.</p> <p>Takes initiative and can work without close supervision.</p>
Maintaining Safety and Well-being	<p>Carries out daily inspection of equipment (where relevant). Ensures that maintenance and/or disposal of equipment and resources is in line with Environmental best practice.</p> <p>Monitors and manages own stress levels and asks for support when necessary; is aware of own impact in causing others stress.</p>
Demonstrating Professionalism	<p>Stays calm and tries to diffuse tense/aggressive situations.</p> <p>Understands the Council's approach to the environment and demonstrates consideration of social and environmental concerns in their day to day role.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Ability to travel throughout the County Borough to respond to Service needs.</p> <p>Required to work as part of a 7 day working shift pattern to include weekends and bank holidays working (mornings / afternoons / evenings)</p>