

Role Description and Employee Specification

Job Title:	Street Warden	Location:	Coleford
Department:	Communities & Place	Service:	Communities & Sustainable Economy
Reports to:	Senior Street Warden	Working Hours:	37
Salary:	£29,064	Grade:	5
Contract Type:	Maternity 12 months	Direct Reports:	N/A

Overall purpose of the Post:	<p>The purpose of this role is to:</p> <p>The Street Wardens' role is to improve the quality of life for local people. The main objectives of the service are to act as an ambassador for the District Council and work in a strengths-based way with the Community Wellbeing Team to reduce the fear of crime, deter and educate on anti-social behaviour and improve the physical appearance of the local environment</p> <p>Take ownership of customer cases, including consultation with relevant subject matter experts</p> <p>To escalate to the relevant expert as and when necessary</p> <p>Undertake site visits if/when required</p>
Key Tasks and Responsibilities:	<ul style="list-style-type: none"> • To provide a point of contact for the general public, community groups and other agencies so that good relationships are built and maintained between the Council, its agents and its customers, leading to efficient and effective service provision. • Work in the community with a strengths-based approach and developing programmes of education and collaboration with schools, groups and agencies. • To patrol the designated area and take preventative action - either directly or through commissioning the actions of other service providers as appropriate - to discourage anti-social behaviour, environmental deterioration and events in the community that may cause risk of injury or disturbance to the public • In accordance with Council policy and procedures and using the delegated powers, take any enforcement needed action under the Clean Neighbourhoods Act 2005, Environmental Protection Act 1990 and the Animal Welfare Act 2006 including the issuing of Fixed Penalty Notices

	<p>and serving statutory notices. - Working within relevant legislation, prescribed policy, procedures and guidelines</p> <ul style="list-style-type: none"> • To manage the removal of abandoned vehicles within the district in accordance with council and legal guidelines • Investigate and report on complaints of anti-social behaviour, graffiti, environmental deterioration, obstructions or hazard in accordance with Council policy and procedures • Maintain daily records of work undertaken, journeys made and results achieved. To provide evidence, as required by officers of the Council or other agencies relating to enforcement of statutes, including appearance in court where necessary • To carry out dog warden duties and investigate complaints of animal neglect (domestic animals) • Maintain and keep clean the interior and exterior to the Council vehicle supplied to ensure a positive public perception of the Council's image. This will include the checking of fuel, oil, tyre pressure, lights etc. and reported of defects to the appropriate officer • To provide support as needed as part of the company's response to a civil emergency - To work outside normal working hours when required. i.e. weekends, evenings and early mornings • Deal with routine service requests, which may relate to a specific functional area across the organisation and/or externally • Escalate to technical colleagues when necessary • Ensure all relevant customer and company information is captured and recorded accurately • Manage workload in order to meet the demands and targets within the function • Carry out duties with discretion, integrity and maintain confidentiality <p>The responsibilities outlined are not intended to totally encompass or define all tasks that may be required of the post-holder. The post-holder will be required to undertake duties commensurate to the grade of this position.</p>
<p>Essential Requirements – Knowledge, Qualifications, Skills, Abilities and Experience:</p>	<ul style="list-style-type: none"> • A minimum of 5 qualifications equivalent to NVQ level 2 or GCSE at Grade C/4 or above, must include Maths and English • Confident with handling dogs of all sizes • Experience of dealing with the public - Ability to build customer relationships - Experience and confidence in engaging with communities and individuals • Experience in assessing routine situations and carrying out inspections if and when required • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve routine issues by negotiation • Maintain accurate and up to date records • Demonstrate commitment and resilience to succeed

	<ul style="list-style-type: none"> • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google 		
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • A level, NVQ3, or BTEC Relevant professional qualification (relevant experience can be considered as an alternative) • Knowledge and experience of working in a public sector organisation • Willing to work flexibly • Proactive and self-motivated with the ability to work with a degree of independence 		
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe work environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment. • Work in compliance with the Codes of Conduct, Regulations and policies of the council. • To actively support the Council to reduce its carbon emissions and deliver climate resilient services and places • To support the response to a major incident, including taking up a designated role within the emergency management framework. 		
Special Conditions:	<ul style="list-style-type: none"> • You will be expected to work reasonable additional hours in line with the needs of the service. • There may be a requirement to work at other locations to meet the needs of the business. • Full UK Driving Licence. • Ability to travel / access to a vehicle for work purposes. 		
Date Reviewed:	May 2026	Reviewed By:	
Checked by HRBP	Clare Jones	Date of Issue:	