

JOB DESCRIPTION

Job Title	Town Warden		
Directorate	Regulatory and Operational		
Reporting to	Senior Town Warden		
Grade	12		
Evaluation ref:	SCG1440	Job ref:	Family
Role purpose			
To assist in the delivery of the Community Safety functions and engage with the local businesses and community in Bridgwater.			
Responsibilities			
<ul style="list-style-type: none"> • To reduce street-based anti-social behaviour through engagement, problem solving and enforcement, and to support partners with their enforcement activity. • To reduce perceptions of crime, anti-social behaviour and encourage visitors into the town centre by providing a visible presence to promote feelings of safety and engaging the local community. • To issue Fixed Penalty Notices or Excess Charge Notices in accordance the appropriate legislation and with Council policies and procedures for offences including littering, dog fouling, fly posting, fly tipping, off- street parking offences and others as determined. • To support the protection of the visible amenity of the town through enforcement, engagement, and education. • To respond to queries from businesses and members of the public across the Town, providing advice and guidance in relation to community safety and pandemic related guidance and legislation. • To act as Ambassadors for the town and local events. To support visitors to the town and be a welcoming presence. • To support The Council Officers by conducting enforcement visits to premises and businesses throughout the Town as directed. • To develop effective working relationships with partner organisations and departments both within and external to Somerset Council. 			
Impact			
<ul style="list-style-type: none"> • The postholder will be required to engage with local businesses, visitors, residents, and partner agencies to identify issues and concerns in the area. • Working with partners you will be required to problem solve, enforce, and engage to find solutions to issues that reduce footfall and increase perceptions of Crime and Anti-Social Behaviour within the town of Bridgwater. 			

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- To act as ambassador for the town and the council. You will act as a welcoming presence for visitors and actively support and promote local events and initiatives.
- The postholder will be work in the Community Safety team but will be expected to work in partnership with a multitude of others such as Police, Housing, Clean Surroundings, Environmental Health and Licensing.
- The Team are usually based at Bridgwater House, however, in compliance with current guidance, are mainly working from home.
- Part of a team of 4 town Wardens and 1 senior Warden.
- Expected to work with police, schools, housing providers, businesses, and other agencies to solve problems.
- Expected to plan and deliver work in deprived communities to deliver improvements for residents.
- Engaging with multi agency meetings such as Police priorities.
- A valid current driving licence and own vehicle available for business use.
- DBS check.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			
Be able to demonstrate a good problem-solving history.	X		
Must possess a good working knowledge of Microsoft systems and databases.	X		
Experience			
Must have at least two years' experience in an off-site visiting, enforcing and inspection role.	X		
Experience working with vulnerable individuals who have complex needs.	X		
Experience of writing statements and drafting warnings and legal proceeding.	X		
Qualifications / Registrations / Certifications			
GCSE in English and Maths (grade A-C) or equivalent.	X		
Skills			
Conflict management, problem solving and experience of dealing with complex individuals and situations.	X		

Working Conditions

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Based in Bridgwater. Main duties patrolling the town on foot. Shift work including evenings and weekends.

Working Arrangements

This post is field based. Visits will need to be carried out at evenings and weekends as well as during normal working hours.

The post holder will be expected to work evenings and weekends on a rota basis. Occasional changing of shifts to incorporate major events or initiatives.

Corporate Responsibilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 3rd September 2024