

Role Profile

This section provides key information relating to the role

Job Title:	Street Warden		
Post No:	P01358	Grade:	F
Team:	Regulatory Services	Location:	Campus East
Responsible to:	Environmental Crime Lead Officer		

Overall job purpose:

To provide a uniformed presence across the whole Welwyn Hatfield Borough area to improve the quality of life for residents and visitors in our neighbourhoods.

To help alleviate the problems associated with the nuisance caused by anti-social behaviour and environmental crime, such as fly tipping. To gather evidence and take enforcement action when required.

To liaise with other services within the council and with external partner organisations, to build relationships within the community, to raise awareness and carry out enforcement duties where necessary.

To carry out the authority's statutory duty for collecting and dealing with stray dogs and associated responsibilities including rehoming, immediate welfare which may include putting to sleep, enforcement of microchipping legislation and identification of banned breeds. Arrange payment and collection of appropriate fees.

To collect drugs paraphernalia including needles and safely dispose of same.

Key areas of focus:

1.	To patrol the borough by foot or vehicle to prevent criminal activity and environmental damage. To provide a visible presence in hotspot areas to foster good community relations, reassurance and promote services to support people.
2.	To successfully undergo Police vetting and training to achieve accreditation by the Police in accordance with the Community Safety Accreditation Scheme. To use the designated powers appropriately.
3	To work a shift pattern including daytime, evenings and weekends. To be adaptable to change at short notice.
4	To drive the Team's marked vans and operate equipment in a safe manner.
5.	To follow the Teams operational procedures, act responsibly at all times, maintain accurate records and use equipment appropriately.

6	To deal with and report local community concerns to appropriate Teams within the Council, other partnership organisations including Police, HCC and outreach teams.
7	After training act as a professional witness and conduct PACE interviews as required.
8.	Support community engagement events and service specific promotions or meetings.
9	Persuade and encourage members of the community to live in a manner that generates a clean and green community. To enforce provisions in The Environmental Protection Act, 1990, Clean Neighbourhoods & Environment Act 2005 and other legislation. Engage with those who infringe the laws to correct their behaviour. Collect evidence, issue FPN's or refer to other service areas. Attend Court to give evidence if required.
10	To act as the Councils 'eyes and ears' gathering and sharing intelligence with other teams. To provide written statements and other evidence suitable for Court or other action.
11	To liaise and monitor ASB and community issues including patrols of the PSPO areas. To give warnings or FPN's as required. To gather evidence of any issues and matters that require partnership working.
12	To work with the Environment, Public Health and Protection Teams to support investigations and enforcement actions. Investigate fly tips, document and gather evidence of environmental issues.
13	To assist the Planning Team to monitor and gather evidence of any breaches of planning legislation. For instance, unauthorised development of private or public land.
14	To provide an immediate response to environmental matters such as fly tipping, overflowing bins, damaged paving and obstructed highways. Report as appropriate.
15	Patrol of Welwyn Hatfield Council property and buildings including garage blocks, car parks, cemeteries. Report matters that require rectification.
16.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
17	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
18.	Any other duties that are commensurate with the level and grade of this post. Including resilience for civil emergencies.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE / GCE level or equivalent including pass grades in English and maths.	x		AP
Customer care experience and working in direct contact with the public.	x		AP/AS/IN
Experience of handling dogs and awareness of current legislation. You will be required to handle dogs on a regular basis.		x	AP/AS/IN
Knowledge			
Current working knowledge of IT systems including Outlook, word processing, spreadsheets and ability to work with dedicated software systems.	x		AS
Environmental enforcement and evidence gathering.		x	AP/AS/IN
Working knowledge of the principles of equality and diversity in the public domain and workplace.	x		IN
Knowledge of GDPR / DPA and the handling of personal data.	x		IN
Skills and abilities			
Ability to keep accurate records, write clear and concise e-mails and other correspondence.	x		AS
Ability to lone work, be highly motivated and use your initiative when required. You will be required to organise your own work and make decisions with limited guidance.	x		AP/IN
Ability to work as part of a Team and will other Council employees.	x		IN
Ability to act properly at all times, make sound judgements and mediate in confrontational situations.	x		AP/AS/IN

Developed interpersonal skills to interact, advise, guide and negotiate on complex matters with all members of the community.	x		AP/IN
To be able to drive vans, take responsibility for allocated equipment, fuel cards and undertake basic vehicle maintenance.	x		IN
Other attributes			
To work a varied shift pattern, days, evenings and weekends. To be flexible and adapt to change in the working day.	x		AP/IN
Able to work outdoors for a large proportion of the working day.	x		IN
Hold a full valid UK driving licence	x		AP

**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.