



## JOB PROFILE

<b>Directorate:</b>	Customer Experience
<b>Service Area:</b>	Regulatory Services and Community Safety
<b>Job Title:</b>	Street Warden
<b>Grade:</b>	C
<b>Post Number:</b>	M005
<b>Base/Location:</b>	Southfields Offices
<b>Responsible To:</b>	Street Management Service Delivery Manager /Street Wardens Team Leader
<b>Responsible For:</b>	Nil
<b>Key Relationships/ Liaison with:</b>	Public, Car Parks and Civil Parking Enforcement Manager, Enviro Crime and Dog Control Manager, Enforcement Officers, Leicestershire County Council Parking team, Police.

### Job Purpose

- To provide a uniformed Street Warden service across the borough giving support and information to the local community and carrying out enforcement of car parking legislation and regulations and relevant environmental crime as necessary.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	To act as Civil Enforcement Officers responsible for patrolling car parks and streets in Charnwood to enforce parking regulations by issuing Penalty Charge Notices (PCNs) to vehicles parked illegally, ensuring compliance with local parking rules, and promoting responsible parking behaviour.
2.	To patrol the Council owned car parks across the Borough. To maintain car park machines including replenishing tickets, carrying out basic repairs and reporting faults. Report building and asset faults and repairs to management for remedial action. You will also patrol to maintain Park Mark status and be a presence to help customers using the car parks.

3.	Engage with members of the public in a calm and professional manner, explaining the parking charges and rules and addressing any concerns or queries about PCNs.
4.	To carry out foot patrols around agreed routes providing a uniformed presence to deal with parking contraventions and to reassure and build confidence amongst people in local communities to deter environmental crime. To regularly check known problem areas/hot spots and liaise with relevant agencies.
5.	To work closely with the Enviro-crime team, and other Council departments and partner our agencies, including the police to provide an effective and co-ordinated service.
6.	To ensure that environmental issues in the Borough are reported, maintaining an attractive environment for the people who live, work, shop and visit the area.
7.	To issue Fixed Penalty Notices, (FPNs), Community Protection Warning (CPWs) and Community Protection Notices (CPNs) in line with the appropriate legislation and with the council's policies and procedures for offences such as bins on street, littering, dog fouling, fly posting and fly tipping. Attend court as a witness for prosecution cases if and when required.
8.	To maintain a positive, joint working relationship with stakeholders including the police, council members, and partner agencies such as Leicestershire Council.
9.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
10.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
<ul style="list-style-type: none"> <li>• The nature of the work will involve the jobholder working a shift rota system including evenings, weekends and bank holidays.</li> <li>• You will be expected to wear a uniform at all times and carry equipment such as handheld computers, printers and radios.</li> <li>• The post holder will be required to patrol streets across the borough outdoors in all weathers covering several miles per day.</li> <li>• The job also involves driving to all areas within the Borough. A full driving licence is therefore required.</li> </ul>	

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**A Standard DBS check for a regulated activity is required for this post.**

**Prepared by:** Car Parks and Civil Parking Enforcement Manager

**Date:** February 2025



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	Essential	Desirable
<b><u>Qualifications</u></b>  GCSEs in English and Maths Grades level 4 and above, or equivalent.  <b>Or</b> Demonstrable experience identified within the section below.	✓	
<b><u>Experience</u></b> Experience of working within a parking enforcement or other enforcement role.  Experience of working with members of the public.  Experience in working in a performance related framework.  Experience of writing witness statements and giving evidence in court.		✓  ✓  ✓  ✓
<b><u>Skills / Knowledge</u></b>  The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.  Good IT skills, competent in Word, Excel & Outlook, with the ability to learn new software efficiently.  Ability to use initiative in analysing and resolving day to day problems as they occur.  Working knowledge of relevant legislation and enforcement actions.	✓      ✓	✓   ✓

	Essential	Desirable
Knowledge of health & safety requirements and procedures.		✓
Knowledge of PACE and RIPA.		✓
Basic mechanical knowledge to identify and rectify problems with machinery.		✓
<b><u>Interpersonal Skills</u></b>		
Ability to communicate in a non-confrontational way with members of the public.	✓	
To demonstrate tact and diplomacy when dealing with the individuals who may be distressed or aggressive.	✓	
Enthusiastic, flexible, proactive and innovative to meet the demands of the service.	✓	
<b><u>Other requirements</u></b>		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
Required to work a shift pattern which includes evenings, weekends and bank holidays, currently between the hours of 06:30 and 20:00.	✓	
Must have a full UK driving licence and be able to drive a manual vehicle throughout the borough.	✓	
Required to wear a uniform and able to work alone with minimum supervision.	✓	
The job requires a lot of walking, a good standard of physical fitness is important.	✓	

**Prepared by:** Car Parks and Civil Parking Enforcement Manager

**Date:** February 2025