

Job Details

Job Title:	NEIGHBOURHOOD WARDEN
Post Number:	POST000084
Directorate:	Environmental and Community Services
Section:	Neighbourhood Wardens
Post Grade:	Tier: 5, Grade: D
Responsible to:	Neighbourhood Services Manager
Responsible for:	N/A

Job Purpose

- To provide a rapid response, multi-functional inspection, remediation and enforcement service for the Borough.
 - Monitor the borough's environment to ensure the enforcement of statutes and local bylaws. Investigate complaints so that evidence can be gathered to support prosecutions and issue fixed penalty notices as appropriate.
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Main Responsibilities

- Provide the effective enforcement of statutes, local bylaws and other orders within the scope of the Neighbourhood Warden Service including taking evidence, appearance in Court and issuing notices.
- Issue fixed penalty notices to reduce the incidence of local environmental crime.
- Maintain car park ticket machines to ensure that they are in good working order.
- Deputise for Markets Officer to safeguard the health and safety of both traders and the public when required.
- Process abandoned vehicles as specified in timescales set out in council procedures.
- Act as the first point of contact for community co-ordinators to resolve anti-social behaviour issues.

- To ensure that the environment is kept to good standard and to take appropriate action to return it to such a state whenever necessary.
 - Take preventative action either directly, by assisting or through commissioning the actions of other Service providers as appropriate, to discourage anti-social behaviour, environmental deterioration and events in the community which may cause risk of injury or disturbance to the public.
 - Provide education to members of the public on safeguarding the environment, access to services and responsible dog ownership.
 - Respond to complaints of stray or dangerous dogs by locating the sources of the complaint, seizing dogs, delivering seized dogs to kennels in accordance with the Council's procedures.
 - Carry out neighbourhood dog warden duties as and when required.
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Decision making

- To determine whether to issue Fixed Penalty Notices in the event of conflicting circumstances.
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Financial Responsibilities

- Collate market tolls, reconcile and bank cash & cheques. Transport Car Park monies to the nearest Town Hall as and when required.
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Key Contacts / Relationships

- The public, market traders, Partners i.e. Derbyshire Police, Environment Agency and EMH Homes, Schools.
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STANDARD CLAUSES

Health and Safety

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

Equality and Diversity

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

Training

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

Performance Management

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

Confidentiality

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

Customer Care

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

Environmental

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

Safeguarding Children and Vulnerable Adults

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

Other Duties

This job description sets out the duties and responsibilities of the post 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 themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

Produced by: **Neighbourhood Services Manager**

Date: **19 March 2010**

Version: **1.1 – August 2025. Amended to take into account change to Directorate and Post Number.**

Declaration

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

PERSON SPECIFICATION

Job Title: NEIGHBOURHOOD WARDEN

Post Number: POST000084

EXPERIENCE

Essential Criteria

- Experience in one or more of the following local government service areas: dog warden service, markets, parking, CCTV service, shopmobility service, community safety or a comparable law enforcement role. A,I,D

Desirable Criteria

- Experience in enforcing contracts. A,I,D
 - Experience of a high profile, front line, rapid response service. A,I,D
 - Previous experience of working with the public and regular contact with senior local government officers. A,I,D
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QUALIFICATIONS

Essential Criteria

- GCSE passes at Grade 9-4/A*-C (or equivalent) in Mathematics, English Language A,D

Desirable Criteria

- Relevant environmental training. A,D
 - Dog handling certificate. A,D
 - Can demonstrate continuing professional development. A,D
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SKILLS & KNOWLEDGE

Essential Criteria

- Working knowledge of at least some of the legislation, statutory guidance, circulars, scientific and technical literature relevant to the service. A,I
- Ability to collate and present data in a statistical form. A,I,D
- Excellent communicator with skills of persuasion and advocacy. Both oral and written communication is clear including the ability to produce well structured detailed reports. A,I,D

Desirable Criteria

- Basic knowledge and use of computers including email, Microsoft Word and Excel. A,I
- Political awareness and sensitivity. A,I,D

OTHER REQUIREMENTS

Essential Criteria

- Team player, can command the co-operation and support from others and work in partnership. I
- Assertive and able to deal appropriately and effectively with conflict. I
- Ability to organise work effectively. A,I
- Self motivated and able to work on own initiative. I
- Full driving licence. A,D
- Ability to work regularly out of normal office hours including evenings and weekends where necessary. A,I

Desirable Criteria

- Willing to develop further skills where required including structured training courses. I

ASSESSMENT KEY:

A Application | I Interview | T Test | D Documentation

Version: 1.1 – August 2025