

Job Description



Position Details

Position:	Enforcement Warden Supervisor
Directorate:	Community Services
Service:	Frontline Enforcement
Position no:	BG15515
Grade:	Scale 6
Hours of work:	37 hours per week
Work style:	Service Based Worker – Community
DBS required:	N/A
Contact:	Andrew Long
Date:	18/05/2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Team Manager Frontline Enforcement

Responsible for: The day-to-day operational management of a flexible service which actively promotes waste reduction, waste reuse, recycling and composting within Blaenau Gwent County Borough Council and takes appropriate enforcement action in relation to domestic waste and recycling offences.

Principal Accountabilities

It should be noted that appointment is subject to successful completion of passing a Blaenau Gwent Transport Section Driving Test.

1. To undertake the Supervisory duties of the Community Services Enforcement Wardens in undertaking all aspects of Enforcement activity
2. To undertake when necessary, all the operational duties associated with Enforcement Warden service.
3. To undertake the lead role by coordinating the day-to-day operation of the service.

4. To undertake and manage targeted work projects in order to improve and sustain environmental standards in the local community.
5. To carry out unsocial hours' / bank holiday working as required by approved rotas and working practices.
6. To manage a level of responsibility towards your own health and safety and that of your designated staff to comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work and to be aware of any risks and dangers and appropriate reporting procedures. To ensure all staff are always wearing all necessary PPE during the working day and completing all necessary health monitoring forms in compliance with H&S regulations.
7. To ensure own conduct and that of your designated staff is in accordance with the Councils Code of Conduct for employees and ensure that all relevant Council procedures and regulations are followed at all times.
8. To ensure that the team operates with mutual respect and adheres to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
9. To support the Team Manager in handling staffing matters such as recruitment, attendance and absence management in accordance with relevant council policy.
10. To be responsible for disseminating information from the Team Manager to the Enforcement Warden team to ensure the correct protocol is followed.
11. To ensure all staff are correctly trained in all operational procedures in the use and care for the full range of tools and equipment supplied by the Council, including the use of appropriate plant and vehicles.
12. To ensure that staff are completing daily safety inspections of tools, plant and vehicles prior to their use, and reports are completed immediately (in writing or as appropriate) and all defects' losses damage and accidents have been reported.
13. To work with team members, Council Officers, and the public as required, promoting a positive image that enhances the reputation of the service and to assist in community events and projects as required.
14. To raise public awareness of waste services through persuasion, education and enforcement.
15. To identify recycling and non-recycling properties and make visits to residents to encourage better use of the waste services facilities available, undertake surveys and advise and enforce on the correct use of the services.
16. To ensure that all data collected is accurately inputted and updated into the relevant computer software package.
17. To encourage residents to take responsibility for their waste. This may involve physically sorting waste to determine contents of residents' bins, bags or boxes.
18. To attend community events and meetings, as required, which will include the attendance at and delivery of the Environment Trailer, to promote and provide information on the services. This will require occasional weekend and evening work.

19. To assist the Waste Services Team by ensuring all commercial waste customers are legally compliant and are using the correct receptacles providing the necessary support and advice where appropriate.
20. To attend public meetings, as required, and provide Members with regular progress reports.
21. To liaise, coordinate and work alongside other departments within the Authority where necessary.
22. To follow the relevant policies and approved procedures to ensure the correct gathering and storage of physical and photographic evidence and maintain necessary records.
23. To write concise and accurate reports following incidents for formal action, this includes gathering evidence, taking witness statements and carrying out interviews in accordance with the Police and Criminal Evidence Act, issuing fixed penalty notices, preparing case files and attendance in court.
24. To undertake enforcement duties under the Environmental Protection legislation that regulates domestic waste and recycling, including the service of enforcement notices.
25. To assist in preparing the Authority's case for prosecution and liaise with the legal department to present cases to Court.
26. To undertake administrative duties as required.
27. To assist with the implementation of future waste services initiatives.
28. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
29. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
30. To demonstrate a commitment to ongoing personal development.
31. To adhere to data protection principles whilst undertaking your duties.
32. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
33. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
5 GCSE qualifications at least Grade C or equivalent or relevant experience with a willingness to undertake a recognised waste management qualification	E	A, PP
Possession of a qualification in IT such as CLAIT, ECDL etc.	D	A, PP
Proven experience of working within the waste management industry	D	A, I
Extensive experience in working with the public and delivering a public service	E	A, I
Experience		
Experience of working within a local authority.	D	A, I
Proven experience in using Microsoft Office particularly Word and Excel	E	A, I
Knowledge / Skills		
Ability to work under pressure and to deadlines	E	I
Knowledge of the services offered by waste services including Section 46 Enforcement	E	I
A good knowledge of the local area	D	I, PP
An understanding of the waste management issues in Wales	D	I, PP
Ability to produce written reports	E	A, PP
The ability to effectively negotiate and persuade others	E	I, PP
Confident and diplomatic when dealing with the public and others	E	I, PP
Knowledge of the relevant sections of the Environmental Protection Act 1990 and the Clean Neighbourhoods and Environment Act 2005	D	I
Personal Attributes		
Treating everyone equally, without bias or prejudice	E	PP
Maintaining a respectful and disciplined demeanour	E	I, PP
Clear, confident, and respectful verbal and written communication.	E	A, I, PP
Working effectively with colleagues and partner agencies	E	PP
Experience of supervising staff in a local authority frontline service	D	A
Ensuring accuracy in observations, reports, and procedures	E	PP
Remaining calm and composed in stressful or traumatic situations	E	I, PP
Special Working Conditions / Requirements		
Full UK driving licence	E	A
B + E categories on driving licence	D	A
Ability to communicate with a range of audiences	E	I, PP
Will be required to work evenings until 7.00pm, Bank Holidays and weekends subject to service demands	E	I

Minimum Welsh Language Skill Requirements	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	I, PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	I, PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	I, PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	I, PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	I, PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	I, PP
Has a professional attitude that sets an example to colleagues	I, PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	I, PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	I, PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	I, PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	I, PP
Checks others have understood & seeks advice when necessary	I, PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	I, PP

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