LISBURN & CASTLEREAGH CITY COUNCIL

JOB DESCRIPTION

Job Reference: **Date:**

JOB TITLE:	Lead Environmental Warden
DEPARTMENT:	Environmental Services
UNIT:	Environmental Health, Risk and Emergency Planning.
SCALE:	PO1
RESPONSIBLE TO:	Lead Environmental Health Officer
DURATION:	Permanent
LOCATION:	Lagan Valley Island
HOURS OF WORK:	37 Hours

KEY PURPOSE OF THE JOB:

To oversee and manage Environmental Warden Service to provide an efficient, effective, economical and equitable Service to fulfil the Council's statutory duties regarding the enforcement and administration of Dog Control, Animal Welfare and Clean Neighbourhood and Environment Act.

To manage a range of educational, promotional and advisory activities aimed at improving health and wellbeing for residents of the Council area.

KEY DUTIES AND RESPONSIBILITIES

1. Develop guidance and written procedures to achieve continuous improvement in the quality of the service. Contribute to the delivery of the Unit Business Plan, and assist in the preparation of statistical returns, reports and recommendations for presentation to Council.

2. Prioritise daily work demands to ensure that all relevant agreed targets are achieved to ensure that a quality, customer focused service is delivered.

3. Coordinate the provision of information and assistance to members of the public, elected representatives and various statutory and non-statutory bodies. Participate in partnerships at a local and regional level to maximise corporate and community planning outcomes and to generate innovation in service delivery.

4. Consult with the Environmental Manager / Lead Environmental Health Officer to determine the most appropriate course of legal or non-statutory action in line with the Enforcement Policy and to make recommendations as necessary. Prepare and serve legal notices, present prosecution cases and attend Court/other hearings/public enquiries/appeals as required.

5. Ensure the efficient day to day operations of relevant external contracts that are associated with the service. The management of the fleet assigned to the service.

6. Carry out a full range of enforcement, investigation, educational, promotional and advisory duties associated with the responsibilities of the Environmental Warden Team in accordance with any departmental work programmes which exist as required by the Head of Service.

7. Ensure the compassionate and humane treatment of dogs and other animals.

8. Handle financial transitions associated with the post in line with the Council's financial procedures.

9. Carry out duties outside normal working hours as are necessary for the satisfactory efficient delivery of the Service and in accordance with an agreed policy on Lone Working.

10. Deal with hostile and confrontational situations, including the diffusion of same on a professional basis using a range of communication skills.

11. Undertake supplementary responsibilities assigned, to include participating in the interchange of duties to provide coverage for sickness, annual leave, and staff vacancies.

12. Manage and lead the team to deliver an effective service in line with Council policies and procedures.

13. Ensure compliance with Council policies and procedures, including Safeguarding, Health & Safety and Equality Legislation, and operate within the highest standards of organisational skills and personal behaviour, which reflect the core values and behaviours of the organisation.

14. Ensure the provision of high standards of customer care across all the services provided by the Unit and promote and manage the service effectively and communicate in a way, which enhances and promotes the public image and overall reputation of the Council.

Note:
The postholder should be aware that the responsibilities and functional areas of the post may be subject to change as a result of organisational change. The Council therefore reserves the right to change the duties of the post by adding to or amending the range of functional responsibilities. The post holder will be required to be flexible and adaptable to meet the changing needs and requirements of the organisation.

Person Specification – Lead Environmental Warden

	Essential Criteria	Method of Assessment
Qualifications & Experience	It is essential that applicants have a minimum of: **QUALIFICATIONS** 1.1 A relevant third level qualification for example a degree, or NVQ Level 4. **EXPERIENCE** 2.1 A minimum of 2 years' relevant experience of working in enforcement of dog legislation and/or illegal dumping legislation and /or animal welfare legislation 2.2 A minimum of 2 years' relevant experience in each of the following areas; • Control and handling of dogs • Managing contentious situations • Communicating with other professionals and members of the public • Compiling precise and detailed reports 2.3 A minimum of 2 years' relevant experience in a supervisory role managing staff. Where applicants do not hold the qualifications as outlined in **1.1** above, they must demonstrate a minimum of **five** years' experience as outlined in **2.1, 2.2 and 2.3 above**.	Application Form / Interview
Knowledge	• A clear knowledge and understanding of current relevant Legislation and guidance and emerging issues likely to impact on the delivery of the service.	
Skills	• An ability to make effective use of I.T. systems and software packages and appropriate specialised programmes. • An awareness of political sensitivities and the ability to maintain an unbiased approach and a positive public relation image. • An ability to use own initiative and to organise, plan and manage workload to deliver outcomes in a timely manner.	Interview
General	It is essential that applicants hold a full and current UK driving licence and access to a car or * have access to a means of transport which would enable the applicant to carry out the duties of the post. *Applies only to applicants who have a disability under the Disability Discrimination Act.	Application Form

BEHAVOURAL COMPETENCIES – REFER TO ATTACHED GUIDE 'COMPETENCY FRAMEWORK FOR LOCAL GOVERNMENT'

The following behavioural competencies have been designated as essential behaviours that should be demonstrated in order to successfully perform this role. These behaviours will be assessed during the selection process. Applicants should refer to the attached competency guide.

Factor	Criteria	Essential	Desirable	Assessment Method
Behavioural Competencies	**1.3 – Managing Performance (Operational & Strategic)** Sets clear, aligned, high standard performance goals and objectives for self, others and the organisation.	Yes		Application / Interview
	3.1- Collaborating in a Political Environment Develops and manages effective networks by establishing common ground	Yes		Application / Interview
	4.1 - Problem Solving and Decision Making Gathers information from a range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual respect and co operation	Yes		Interview
	4.3 – Achieving Results (Operational & Strategic) Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results.	Yes		Interview