



JOB DESCRIPTION

JOB TITLE:	Town Warden
PLACE OF WORK:	Berwick-upon-Tweed
SPINE POINT:	SCP Range 9 - 13 (£21,269 - £23,023)
HOURS OF WORK:	Full time - 37 hours a week, there is a requirement for weekend work on a rota basis and/or a standby arrangement as required
ALLOWANCES:	Casual car user allowance / use of a Council van
REPORTS TO:	Town Clerk
SUPERVISORY RESPONSIBILITIES:	See attached organisation chart.

A Main Purpose of the Job

To lead and co-ordinate the Town Warden team and ensure the effective delivery of a wide range of street scene related activities on land owned and maintained by the Council. To lead the staff in the provision of efficient, high quality, skilled maintenance of the grounds, parks, and open spaces. To lead the Team in an effective and productive manner.

B Areas of Day-to-Day Responsibility

- Supervise and co-ordinate the Town Warden team to ensure the work carried out by staff is to the highest standard.
- Hands on support of the outdoor operations
- Assist the Assistant Clerk in monitoring the work, behaviour, and performance of the staff.
- Provide support and technical advice on horticultural & cleansing issues.
- Identify, propose, and implement service improvements;
- Assist in the maintenance of Health & Safety systems, carrying out of risk assessments and ensuring safe systems of work are adhered to.

C Summary of Responsibilities and Duties of the Job

1. To undertake a team leader role in the maintenance of the Town Centre, open spaces, recreation areas, play equipment, public footpaths and allotments.
2. To ensure that all work allocated is carried out in accordance with the needs of the Council and meets all relevant legal requirements.
3. To physically inspect and record all data relating to maintenance requirements and health and safety requirements of all the Council's sites in line with an annual inspection programme.

4. To report any issues relating to Northumberland County Council's areas of responsibility to NCC (e.g. refuse bins and other matters).
5. To implement work programmes and schedules for the team and monitor these effectively.
6. To keep the Assistant Clerk informed of any matters likely to affect the service delivery of the Team or to influence the Team performance.
7. To ensure that all tools and equipment are inspected, maintained, and serviced or repaired.
8. To be a key holder and assist in ensuring the security of all tools and equipment.
9. To use the correct equipment for all tasks in a safe manner wearing any necessary personal protective equipment including Hi-Vis items of clothing at all times.
10. Ensure that compliance to the relevant health & safety regulations are maintained by one-self and colleagues and bring to the attention of management any deviance.
11. To assist the Assistant Clerk in any investigation into complaints and enquiries from customers and colleagues in accordance with good service practice.
12. To maintain any issued uniform in a good condition. To act at all times in a manner which will not bring the Council into disrepute.
13. To attend meetings as and when required and to contribute to staff meetings.
14. To undertake projects as required.
15. To carry out regular staff team briefings.
16. The duties of the post will include, but are not limited to, the following areas:

Horticulture (grass cutting, upkeep of flower beds, borders & trees, tree/flower planting, watering of plants, weed spraying)
Inspection of play areas
Street cleansing (litter collection/emptying of bins, pressure washing)
Maintenance of open spaces and footpaths
Allotments

This list is neither exclusive nor exhaustive, as there may be other duties and requirements associated with the post, and as such you may be required to undertake unspecified other duties and/or hours of work as may reasonably be required of you.

D Other information

External and Internal Contacts

Councillors, customers, contractors, suppliers, members of staff and partner agencies.
Face to face, telephone, written and electronic communication.

Working Environment

Mainly outdoor based but some home working may be considered.

The Council operates a Smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

Health and Safety at Work

Berwick Town Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Council Policies

The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

Performance Management

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.

TOWN WARDEN

PERSON SPECIFICATION

	Essential Attributes	Desirable Attributes
Educational Qualifications	<p>5 GCSE's grade C or above (including English and Maths) or equivalent NVQ or relevant experience.</p> <p>A commitment to continuing professional development relevant to the role.</p>	<p>Any grounds/horticulture/buildings maintenance or similar qualifications.</p> <p>Demonstrable practical experience in street scene activities.</p>
Management	<p>An ability to provide appropriate supervision to enable and motivate the Town Warden Team.</p> <p>An ability to prioritise work and meet deadlines.</p> <p>A commitment to the delivery of quality customer service.</p>	
Communication Skills	<p>Good oral, written and email communication skills, including an ability to relate to, and communicate with customers and community groups.</p> <p>Ability to remain calm and act diplomatically when coming into contact with the public.</p>	<p>Ability to form constructive working relationships with colleagues.</p> <p>Ability to deal with the general public.</p>
Knowledge and Experience	<p>Demonstrable experience in the management and maintenance of buildings and land.</p> <p>Experience of associated health and safety responsibilities.</p> <p>Experience of maintaining tools and equipment.</p> <p>Understanding of the need to carry out all tasks to a high standard.</p>	
Skills	<p>An ability to work under pressure with changing priorities and timescales.</p> <p>An ability to take the initiative and devise creative solutions.</p>	
Information Technology	<p>IT literate with experience and practical ICT skills including in Microsoft Office packages and spreadsheets.</p>	
Other	<p>Forward thinking and proactive.</p> <p>Enthusiastic and motivated to improve the environment of Berwick-upon-Tweed.</p> <p>Prepared to work out of office hours in order to meet the Council's business needs.</p> <p>Current driving licence and car owner.</p>	