

Job Description and Person Specification

Community Warden

Job Details	
Grade	5
Service	Regulatory Services
Location	Friargate
Job Evaluation Code	A6195

Coventry City Council Values

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

Community Wardens provide a reassuring uniformed patrol presence in the city addressing concerns of crime, anti-social behaviour (ASB) and vulnerability through targeted operations and patrols in areas of most need. They are a valued and flexible resource that supports organisational efforts in helping the communities.

The Warden service will activity focus on addressing concerns for crime and ASB by tasking uniformed officers to specific geographical locations to deal with highlighted current or emerging issues through positive community engagement, education and if necessary, enforcement.

The team works with key partners to support our most vulnerable residents and improve the quality of life for those blighted by crime and ASB.

Main Duties & Key Accountabilities

Provide a uniformed reassuring presence on streets, housing estates, city centre, parks and open spaces.

Play an active role in reducing crime and ASB across the City

To positively and proactively engage with all members of our communities.

Gather information/intelligence in relation to crime and anti-social behaviour, to share with relevant partners.

Provide the role of an 'Accredited Person' under the Community Safety Accreditation Scheme (CSAS), with delegated authority as outlined in the Police Reform Act 2002, issuing FPNs and recording breaches.

Take an active part in taskings and targeted enforcement operations in relation to anti-social behaviour and environmental problems; to issue fixed penalty notices as appropriate.

Undertake investigations of complaints in accordance with relevant legislation.

To enforce relevant Council Public Spaces Protection Orders other Local Authority legislation, including giving evidence/acting as a professional witness in Court.

To adopt a proactive problem solving approach to community safety issues and concerns, working closely with relevant partners including; police teams, CCTV and the Business Improvement District.

Fully support the Council's response in the event of an emergency or major incident.

To contribute to the safe working environment of employees within the division by ensuring that health and safety is effectively managed, monitored and reviewed within the scope of their responsibilities; to seek appropriate advice and guidance from managers or a health and safety adviser.

Undertake the specific operational duties associated with the team including:

- Undertaking investigations of complaints ensuring that all relevant legislation is being complied with.
- Advising the public, traders, outside agencies, elected members, Members of Parliament and other Council departments on service issues.
- Undertake specific project work and have special responsibilities for areas of service when required.

Key Relationships

External:

Local Authorities
West Midlands
Combined Authority
Police
Fire Service
Business owners
housing providers
Residents
Residents' groups

Internal:

Regulatory Services
City Services
Customer services
Legal Services

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Knowledge of community safety issues in a diverse environment.
Knowledge	Knowledge of community safety and asb enforcement legislation
Knowledge	Computer software applications, including Microsoft Office and e-mail.
Skills And Ability	Effective written and verbal communication skills to a wide range of people, and to a standard presentable in court.
Skills And Ability	To be confident and competent in the use of Microsoft software and the internet
Skills And Ability	The ability to work alone and within a team and comply with work procedures and operational instructions
Skills And Ability	Diffuse confrontation and difficult behaviour in a calm manner and have the ability to adapt approach with due regard for personal safety
Skills And Ability	Comply with professional codes of conduct and standards, organisational procedures and current legislation
Skills And Ability	Comply with and promote the Council's Equal opportunities policy
Skills And Ability	Drive a manual work vehicles on a daily basis
Skills And Ability	Able to work effectively as part of a team and with minimum supervision
Skills And Ability	Able to work within the bounds of confidentiality
Experience	Experience of providing a customer focused approach to service delivery to address a diverse range of service user needs

Experience	Experience of working with partner agencies, stakeholders, or clients
Experience	Experience working within a relevant environment or similar front line role
Qualification	Must hold a current DS SIA Licence
Qualification	Committed to on-going development
Special Requirements	Able to work shift patterns including weekends and unsociable hours.
Special Requirements	The post requires security clearance through the Disclosure and Barring Service (DBS) and the MPS Vetting Unit (Non Police Personnel Vetting level 2/NPPV2). Failure to achieve and maintain the required level of clearance may lead to dismissal from the post.
Special Requirements	The post holder will be required to stand and walk for long periods.
Special Requirements	Hold a full manual driving licence and the ability to travel around a wide area of the city to complete duties.
Special Requirements	Required to wear a uniform whilst on duty

Declaration			
Reviewed/Created By:	Jon Barnett		
Job Title:	Communities Lead – Law, Governance and Safer Communities	Date:	March 2026