

# Job Description and Person Specification

## Community Warden Supervisor

Job Details	
Grade	Grade 7
Service	Law, Governance & Safer Communities
Location	Friargate
Job Evaluation Code	TBC

Coventry City Council Values
<p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

Supervising the delivery of a high-visibility Community Warden service that supports safer communities across Coventry and contributes to the priorities of the Coventry Community Safety Partnership, including tackling serious violence, antisocial behaviour and protecting vulnerable people from harm.

This will be achieved by supervising, supporting and tasking a team of Community Wardens, working alongside them operationally in communities, engaging with residents and partners, and ensuring the effective use of engagement, prevention and civil enforcement powers.

Delivering a professional, responsive and community-focused service that builds public confidence, reduces crime and disorder, supports vulnerable people, and ensures residents, businesses and visitors feel safe in Coventry.

<b>Key Responsibilities and Accountabilities</b>
Leading and supervising a team of Community Wardens to deliver a high-quality, visible community safety service, providing clear direction, support and professional oversight.
Deploying and tasking Community Wardens effectively to address antisocial behaviour, community safety priorities and emerging local issues using intelligence, data and community feedback.
Maintaining a strong operational presence within communities by regularly working alongside wardens in the field, responding to incidents and supporting staff during complex situations.
Engaging directly with members of the public to address concerns, provide reassurance and resolve community safety issues in a professional and constructive manner.
Managing and de-escalating conflict situations involving antisocial behaviour or disorder, using appropriate communication, conflict management and personal safety techniques.
Monitoring and reviewing incident reports, intelligence submissions, risk assessments and operational plans to ensure accuracy, quality and compliance with the council's policies and procedures.
Overseeing performance and service delivery by monitoring key performance indicators, reviewing outcomes and ensuring the team is delivering an effective and responsive service.
Supporting the development and wellbeing of staff by identifying training needs, conducting 1-2-1's, arranging appropriate learning opportunities and promoting high professional standards.
Overseeing the appropriate use of civil enforcement powers and tools available to the service, ensuring enforcement activity is lawful, proportionate and consistent.
Working in partnership with key stakeholders to coordinate responses to crime, antisocial behaviour and vulnerability.
Representing the Community Warden service at multi-agency meetings, partnership forums and operational briefings, contributing to coordinated responses and joint problem solving.
Identifying emerging trends and community safety risks through analysis of incidents, intelligence and community feedback, directing operational responses to address local issues.

Contributing to the development and continuous improvement of the Community Warden service, identifying opportunities to enhance effectiveness, partnership working and community confidence.

### Key Relationships

External:	West Midlands Police Coventry BID Drug & Alcohol Services Fire & Rescue Youth Organisations Schools Probation	Internal:	
		Community Safety Officers and Lead. CCTV Control Room Licensing & Trading Standards Neighbourhood Enforcement Officers Parking Services Street Pride Children and Adult Social Care Exploitation Team Modern Slavery Lead Prevent Lead	

### 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.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

### Responsible for

7x Community Wardens

Person Specification	
<b>Requirements</b>	
Knowledge	Demonstrates knowledge of the Anti-Social Behaviour Crime and Policing Act and its relevance to the Community Warden Service
Knowledge	Demonstrates knowledge of enforcement approaches linked to the use of civil tools such as Community Protection Warnings and Public Spaces Protection Orders
Knowledge	Demonstrates knowledge of problem-solving approaches to community safety issues, including the use of incident data, intelligence and partnership information to inform operational responses.
Skills And Ability	Proficient in using de-escalation techniques and conflict management skills when dealing with challenging behaviours.
Skills And Ability	Excellent communication and engagement skills with the public and a range of stakeholders including elected members.
Skills And Ability	Organising, Prioritising and coordinating operational activity, including tasking staff and responding to community concerns.
Experience	Leading, supervising and tasking a frontline operational team to achieve key performance indicators which align to organisational priorities.
Experience	Managed and resolved complex or challenging incidents involving members of the public.
Experience	Identification of opportunities to improve working practices and streamline processes and service delivery within an operational team.
Qualification	<b>MUST</b> hold a valid SIA Door Supervisor license (or equivalent SIA license that includes conflict management training).
Special Requirements	<b>MUST</b> hold a valid, full UK driving licence
Special Requirements	<b>Shifts will include weekend working including lates and night shifts.</b>

Disclosure and Barring Service (DBS)
Does the role require a DBS check? <a href="#">Find out which DBS check is right for your employee - GOV.UK</a>

And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input checked="" type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

<b>Declaration</b>			
Reviewed/Created By:	Jon Barnett		
Job Title:	Communities Lead	Date:	4 <sup>th</sup> March 2026