Coventry City Council

Job Description and Person Specification

Community Warden Supervisor

Job Details	
Grade	GRD7
Service	Regulatory Services
Location	City Wide
Job Evaluation Code	A6317

About Coventry City Council

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

Oversee the delivery of a visible Community Warden team, conducting patrols and addressing incidents alongside team members to support safer neighbourhoods. Provide guidance, supervision, and assistance to wardens, ensuring the safety and engagement of residents. Coordinate daily activities, monitor team performance, and enforce community standards through effective leadership. Build positive relationships with residents and stakeholders to address concerns and encourage unity. Implement policies, manage resources, and ensure adherence to regulations. Handle escalated matters efficiently, fostering trust and contributing to a secure, inclusive community atmosphere.

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Main Duties & Key Accountabilities
Overseeing daily operations and ensuring adherence to community safety protocols and organisational policies.
Building relationships with local residents, businesses, and organisations to foster trust and promote community engagement.
Coordinating schedules and assigning tasks to team members to maintain optimal coverage and efficiency.
Monitoring and reporting on community safety concerns, incidents, and trends to inform future action plans.
Providing guidance and support to team members to enhance performance and professional development.
Responding to incidents and providing guidance to resolve community-related issues promptly.

Key Relationships	
External:	West Midlands Police Coventry BID Youth Organisations
Internal:	CCTV Control Room Community Safety Team Licencing & Trading Standards Public Health Childrens 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. ● attending any training and undertaking 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

No People Management Responsibilities

Person Specification				
Requirement Type	**Int**	**App**	**Ass**	**Requirement**
Experience	x	x		Proven experience in community engagement, conflict resolution, and fostering positive relationships within diverse groups.
Skills And Ability	x	x		Ability to supervise and coordinate a team to ensure effective implementation of community safety initiatives.
Skills And Ability	x	x		Excellent communication skills for interacting with residents, local authorities, and other stakeholders.
Skills And Ability	x	x		Effective organisational skills to coordinate schedules, allocate resources, and handle administrative responsibilities with efficiency.
Knowledge	x	x		Knowledge of relevant laws, regulations, and policies related to community safety and public welfare.
Skills And Ability	x	x		Capability to respond promptly and effectively to emergencies or incidents within the community.
Experience	x	x		Proficiency in using technology and software for reporting, tracking, and documentation purposes.
Skills And Ability	x	x		Commitment to promoting inclusivity, mutual respect, and a safe environment within the community.
Qualification	x			Must possess or be open to acquiring a valid DS security licence
Special Requirements	x			Must hold a valid full UK driving licence