



JOB DESCRIPTION

Bishop's Castle Town Council – Town Warden

Job Grade: The payment is proposed as NJC (National Joint Council) rates.

The proposed scale is LC1 (Substantive benchmark range) banding SCP 7 -

12 (£25584 - £27711) pro rata, £13.26p - £14.36 per hour.

Contracted Hours: 20 hours per week

Contracted Days: Monday - Sunday - rota basis

Responsible To: Town Clerk

Based At: Bishop's Castle

Annual Leave : 23 days per annum (plus 2 statutory fixed days) plus bank

holidays, rising 26 days after 5 years service

Pension: The Town Council is a member of the LGPS.

To undertake day to day tasks and maintenance which includes repairs, maintain and replace of Town Council premises, land, public conveniences and any other physical

assets. Directly relating to the Town Council's goal of improving and maintaining standards of environmental and community safety, cleanliness and well-being within the Town.

The town warden will ensure that safety, cleanliness and overall positive atmosphere of the town centre and the town council's parks and play areas. You will be a visible presence within the community, interacting with residents, visitors and businesses.

The overall purpose of a town warden is to enhance the quality of life in the town centre, improve the visitor experience and foster a sense of security and community cohesion.

Main Responsibilities and Key Tasks:

- To assist with the opening and closing of the Auction Yard public conveniences and cleaning of the facilities on a daily basis.
- To complete weekly playground inspections and complete maintenance where necessary.
- To follow risk assessments for all activities where necessary.
- Regularly carry out and record inspections of street furniture, signage or other assets in all open spaces and report any damage as appropriate, undertaking cleaning and appropriate maintenance as required.
- Be proactive when presented with graffiti, vandalism, flyposting, or a general untidy appearance across the parish and complete or arrange the necessary removal and cleaning and report repairs to the town clerk.
- Identify areas of fly tipping and littering and remove and dispose of where possible. If not a Town Council issue, then report to relevant authority
- Undertake grounds maintenance, including planting, minor landscaping works and weed clearance/spraying, leaf collecting within the town council allotments parks and open spaces.
- Inspect the paths in the Town Centre areas on a regular basis, cutting back brambles and weeds to ensure that the paths are always usable. Report major issues to Shropshire Council.
- Work flexibly with the team to agree work schedules and to prioritise workload, undertaking tasks as instructed to meet the parks and open spaces objectives identified by the council.
- Monitor the Town Council's assets, keep records, to receive job sheets and report matters that need escalating.

- Ensure the council's tools and vehicles are kept clean and in good order, undertaking regular vehicle and equipment maintenance tasks.
- Attend and/or assist with the delivery of town council events & activities and set up equipment and furniture where necessary. Occasional evening & weekend working might be required.
- Always promote and uphold a positive image of the town council.
- Ensure understanding, compliance and cooperation with the policies, procedures, strategic plans, and any other directives of the town council.

Essential Criteria

- Experience in ground maintenance and cleaning is essential with knowledge of operating health & safety and ground maintenance equipment (such as, lawnmowers, strimmers, hedge trimmers etc.)
- Supporting a range of outside events with litter picking and supporting road closures, eg: setting out cones for Town Events

Other responsibilities

- To attend training courses on the work and role as required.
- You will be required at times, to work outside the normal hours of the working day, such requests will be planned in advance;

To undertake such other responsibilities and functions as may be required from time to time by the Council commensurate with the duties and responsibilities of the post.

General

This job description forms part of your contract of employment.

The responsibility for the smooth running of the Council is incumbent on all members of staff. At certain times – when colleagues are absent or during periods of seasonal or high workloads, for instance - you will be expected to help with or take on additional duties and responsibilities that are in line with the grade and purpose of this role.

The post-holder has personal responsibility for safety in accordance with Health & Safety legislation and Council policies.

The post-holder will be expected to behave in a sustainable and ethical way; and to spend public funds wisely.

You will be expected to liaise and work with all other colleagues - with the emphasis being on teamwork, helping others in covering holiday periods, sickness and any other contingencies when necessary.

Members of staff are to abide by and promote equalities within Bishop's Castle Town Council as outlined in the NJC Pay & Conditions of Service and Council's Policies.

You should be committed to the Council's Equal Opportunities Policy and to ensure equality of opportunity in service delivery.

This job is reflective of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

Bishop's Castle Town Council

TOWN WARDEN – PERSON SPECIFICATION

| | Essential | Desirable |
|--|-----------|-----------|
| Qualifications | | |
| Full Driving licence | | Yes |
| Knowledge, Skills & Experience | | |
| Good written and oral communication skills | | Yes |
| Good knowledge of plumbing, drainage and sewerage systems. | | Yes |
| Excellent people skills – creating strong relationships with a wide variety of groups and individuals | | Yes |
| Outdoor manual works. | Yes | |
| Landscape, grounds maintenance | | Yes |
| Experience of working in a public facing role | | Yes |
| Experience carrying out minor maintenance tasks with the use of hand and power tools | | Yes |
| Knowledge of local authority functions | | Yes |
| Knowledge of Health and Safety requirements and safe working practices; including following risk assessments and method statements | Yes | |
| Ability to work collaboratively & flexibly as part of a team | Yes | |
| Ability to deal with people, including the public & work colleagues in a professional, friendly and helpful manner | Yes | |
| Physically able to carry out the manual duties required | Yes | |

Personal Attributes

Organisation.

Ability to plan and identify the tasks and tools required for the day ahead.

You need to be able to think on your feet, organise a to-do list and prioritise tasks by the deadline.

Flexible and adaptable to changing circumstances.

The ability to identify priorities and focus on urgent tasks.

Time Management.

Allocating appropriate time for different tasks and activities.

Multi-tasking and working under pressure can be prevalent so time management skills are vital. The ability to prioritise is fundamental to ensure the smooth running of the team.

Setting goals and achieving them within a specific time frame.

Keeping to a regular schedule to maintain standards in service.

Interpersonal skills.

Interpersonal skills such as oral communication, problem-solving and listening skills are essential in this role. You will have to interact with colleagues, tenants, outside agencies and customers via telephone, face-to-face and on occasions virtually.

Effective communications to convey information clearly and listen actively to the concerns and needs of residents, visitors and business owners. This includes being able to signpost people to our policies and procedures in a friendly and understandable manner.

Showing empathy and compassion towards others is important for building positive relationships and resolving conflicts. A Town Warden should be able to understand and acknowledge the emotions and perspectives of individuals they interact with, offering support and guidance when needed.

Approachable, friendly and patient when assisting individuals with inquiries or concerns. A professional and helpful demeanour helps maintain a positive image for the Town Council.

Listening is important to accurately take messages and relay information to colleagues alongside handling concerns from stakeholders.

Treat people equally and supporting a harmonious community.

Customer Focus

The Town Warden to remain calm, listen to all parties involved, and work towards finding fair and mutually acceptable solutions.

In addition to communication, having a customer focused approach is a desirable quality for this position. When dealing with various customers on a daily basis you will need to be helpful and reliable in offering support to customers and ensuring they have a positive experience with the Council.

A desire to learn is also helpful to build your knowledge of the Council's services so you can assist with queries.

Problem solving, being able to find practical solutions to address the various challenges that may arise.