



Aberdeen City Council
Job Profile

Senior City Warden

About Aberdeen City Council

Our purpose is to ensure the People and Place of Aberdeen prosper and to protect the People and Place from harm.

The [Local Outcome Improvement Plan 2016 – 2026](#) (LOIP) identifies how Aberdeen City Council, together with our [Community Planning Partners](#), will tackle the key issues facing our city to ensure Aberdeen is a place where all people prosper. The LOIP sets out our shared promises to the people of Aberdeen:

- **Prosperous Economy** - Aberdeen has a flourishing, thriving and successful local economy.
- **Prosperous People** - People in Aberdeen are happy, healthy and enjoy positive life outcomes.
- **Prosperous Place** - People experience Aberdeen as the best place to invest, live and visit.
- **Enabling Technology** - Innovative, integrated and transformed public services.

To deliver our promises to the city of Aberdeen, our focus is on:

- Empowering staff to meet priority outcomes
- Empowering the communities, we serve to be self-sufficient
- Early intervention and prevention of harm to the people, place and economy of Aberdeen
- Connecting with citizens, customers and partners through our use of digital
- Using data and information to help us understand the demand on the Council and how we can better meet our outcomes
- Being entrepreneurial - creative and innovative in how we do our business.

We count on our employees to be enthusiastic and proactive public servants, who are committed to our purpose and motivated to make a positive and lasting difference to the city and its people.

Aberdeen City Council is arranged into six functions. Each function is divided into clusters, and within each cluster are service areas/teams.

About the Customer Function

This function is responsible for the management of the Aberdeen City Council customer 'platform', consolidated customer functions and has the duty of dealing with the first point of enquiry, assessment, managing demand and interfacing with operations where this is necessary. The function is focused on helping individuals and communities to help themselves, where appropriate, as part of the whole system overview of demand which the Council is facing.

The function is there to offer more of our service delivery to be offered through digital means; to enforce customer standards and to, over time, build deeper and broader services directly through to customers and communities and away from 'services'. The role is highly reliant on the IT and business intelligence functions and the owner of the Strategic Digital Partner.

About the Early Intervention & Community Empowerment Cluster

The Early Intervention and Community Empowerment cluster delivers key quality of life services for local residents and communities including housing, libraries, community learning and development, community planning, community safety and community justice. It has a key role in understanding community need, increasing community capacity and resilience, and working with partners to tackle the cause rather than the consequences of failure demand.

About the Intervention Hub and City Wardens.

The Intervention Hub will integrate services to support those in Aberdeen who are affected by community safety issues, including anti-social behaviour. The overall aim of the Hub is to protect the safety of the City and the people in it, enhancing wellbeing and reducing harm across our communities. We will provide Early Intervention and Prevention services to prevent problems escalating and will be supported by our intelligence and data systems in identifying and managing demand, and evidencing outcomes.

The Intervention Hub's core functions are:

1. To provide intensive support to individuals and families who have cross sectional/multiple issues which impact on their life outcomes and on the lives of those around them.
2. To identify potential and emerging community concerns and provide a response to anti-social behaviour through the provision of advice and support and where necessary, action to resolve issues.
3. Complement service delivery within Locality areas to support resolution at the most appropriate level.

The Hub will be 'one team' working collaboratively across services and partners to deliver outcome focused work which improves lives across Aberdeen.

The main objectives of the City Wardens is to help deter antisocial behaviour, environmental offences and illegal parking in the city. City Wardens provide a flexible service that responds to the needs of the communities they serve.

About the Role

The Senior City Warden will manage a team of City Wardens and ensure high visibility patrols of areas are maintained to help prevent and deal effectively with issues affecting safety, cleanliness and free flowing traffic. The postholder will understand the needs of specific communities and work collaboratively to improve outcomes.

Job Title	Senior City Warden
Pay Grade	G12
Location	Various

Community Safety and City
Warden Manager

Senior City Warden

Key Outcomes and Task Examples

The post holder will deliver the following outcomes:

Examples of related tasks:

Supervise a team and ensure high visibility patrols of communities are undertaken and service objectives are met.

- Carry out High-Viz Patrols of communities.
- Allocate community patrols based on tasks and available information to ensure best use of resources.
- Support continuous development of direct reports including CR&D's, one to ones, supporting attendance and identified training needs.
- Undertake quality checks to ensure that all city wardens meet required service standards and take appropriate measures to address substandard performance, ensuring that all wardens are contributing equally to an agreed service outcomes and maintaining key performance indicators (KPI's).
- Oversee the issuing and back-office systems for Fixed Penalty Notices for environmental offences and Penalty Charge Notice for non-compliance with parking restrictions.
- Ensure service operates safely in line with Health and Safety measures including the reporting of incidents and progression of remedial actions from lessons learnt.

Deal effectively with issues affecting safety of Communities including illegal parking and supporting the free flow of traffic across the city.

- Carry out high visibility patrols of communities to prevent and detect illegal parking or Environmental offences
- Engage with youths and other groups to tackle Anti-Social Behaviour.
- Ensure tasks are being completed with accurate outcomes recorded.
- Participate in community-based initiatives to promote safe and clean communities
- Respond to complaints, customer and members enquiries.

Ensure appropriate action is taken to promote and support clean and safe communities

- Accurate recording of task outcomes, actions taken and sharing issues with Key Partners to address concerns.

This job profile provides indicative information about outcomes, tasks and activities that may be undertaken as part of this role. It is not intended to be an exhaustive list due to the need for agility and flexibility in our workforce and to be responsive to change and meet business needs.

	<ul style="list-style-type: none"> • Ensure consistent issuing of Fixed Penalty Notices for Environmental Offences across the service. • Take a lead role in the detection and removal of vehicles that are deemed to be abandoned. • Participate and support planning of community-based initiatives to promote safe and clean communities • Direct resources and engage with businesses to encourage proper waste disposal arrangements.
Ensure team's ongoing compliance with policies and procedures while taking an active role in their design and supporting changes.	<ul style="list-style-type: none"> • Be aware and ensure communication of changes to policies, procedures, legislation and local restrictions. • Complete and monitor direct reports completion of all mandatory training packages made available. • Support the ongoing development of processes and procedures. Ensure own compliance and compliance of team with set out processes and procedures. • Play an active role in service and organisational development including supporting and developing teams affected by change.
Maintain and encourage positive relationships with partners and communities, delivering the highest standards of customer care.	<ul style="list-style-type: none"> • Building relationships in communities with businesses, residents and community groups. • Attend partnership meetings and contribute to the overall objectives by sharing information, identifying tasks and ensuring satisfactory completion of tasks and responses to partnership. • Provide a high-level of customer service in line with the organisations "We Care Charter" • Commit to continuous development of engagement skills to continue building positive relationships.

Role Requirements

This section includes what the post holder needs to carry out the role or, for recruitment purposes, enables applicants to decide whether they meet these requirements.

Minimum Qualification(s) / Certificates / Memberships etc. required	<ul style="list-style-type: none"> • Full UK driving license • Be able to attain and hold satisfactory Disclosure Scotland Check
As a minimum, demonstrate skills and experience in	<ul style="list-style-type: none"> • Experience of supervising staff. • Experience of working with the public in a community safety, environmental, parking or similar position. • Experience of partnership working. • Experience in developing and implementing new office systems and procedures. • Experience of interpreting, reviewing, collating and presenting information. • Proven experience in working in challenging situations. Ability to work proactively and with limited direct supervision. • Ability to work accurately with detailed information and to ensure that practical tasks are effectively implemented. • Ability to meet competing deadlines by organising and prioritising workloads.

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	<ul style="list-style-type: none"> • Ability to communicate with customers both internal and external, over the telephone and face to face. • Ability to produce accurate written work. • Ability to interpret financial information. • The interpersonal skills necessary to sustain effective relationships on behalf of the Council with internal and external customers. • E-literate and competent in developing, administering and using PC and associated networks and systems to acquire, manipulate and disseminate information.
As a minimum, demonstrate an understanding of	<ul style="list-style-type: none"> • Knowledge of road traffic regulations and legislation. • Understanding of enforcement procedures and systems. • Awareness of the issues affecting socially deprived communities.
Demonstrate commitment to	<ul style="list-style-type: none"> • High levels of customer care • Achieving outcomes for the benefit of customers
Other requirements	<ul style="list-style-type: none"> • Work a shift pattern between the hours of 0730 and 2230hrs over 7 days as appropriate to meet the requirements of the role • Must have a positive 'can do' attitude and be prepared to 'roll the sleeves up' to get the job done • Must be able to exercise judgement and make informed decisions • Must be able to travel to locations around the city to meet the requirements of the role • Must be able to adapt to a fast- paced environment and respond quickly to needs of customers • Physical ability to stand, walk and climb stairs for long periods and in adverse weather

Our Guiding Principles	
We are all responsible for the culture we work in, and our Guiding Principles help guide what we expect from each other:	
Purpose	We care about our purpose, our people and our city
Pride	We take pride in what we do and work to make things better
Team	One team, one council, one city
Trust	We trust each other and take responsibility
Value	We value each other and recognise a job well done

Function	Customer	Version Date	1
Cluster	Early Intervention and Community Empowerment	JE Number	Capability Framework Level 2

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