

# Job Description



<b>Job Title</b>	City Centre Warden (Street Maintenance Operative)
<b>Responsible to:</b>	Head of Operations
<b>Responsible for:</b>	N/A
<b>Salary:</b>	Competitive (Based on Experience)
<b>Date last reviewed:</b>	October 2022
<b>Job Purpose</b>	
<p>The Warden is at the core of Lincoln BIG and serves to ensure the welcome, safety and security of visitors, businesses, and properties within the business improvement district area. The role of the Warden is: -</p> <ul style="list-style-type: none"><li>• To ensure a visible presence on the streets within the area and to act as the eyes and ears of the company, reporting to the appropriate authority anything outside usual activity.</li><li>• To ensure the streets and other areas are clean, maintained, and welcoming.</li><li>• To act as a welcome host for visitors and customers of BID member businesses.</li><li>• Our daily link to members through a variety of supporting interactions</li></ul>	
<b>Main Duties</b>	
<ul style="list-style-type: none"><li>• Act as a champion of the Lincoln BIG area and Lincoln BIG. Be a positive presence providing advice, assistance and excellent customer service to both Lincoln BIG members and members of the public, encouraging repeat visits.</li><li>• Monitor the BID area, recording and reporting any street management issues and incidents to the relevant authority. Undertaking the removal of graffiti and key clean-up projects.</li><li>• Develop relationships with businesses in the area to better understand the range and breadth of opportunities available to their business and visitors and thereby to become an ambassador for the Company and the City.</li><li>• To keep the BID area free from graffiti and other detrimental impacts.</li><li>• To carry out 'handyman' tasks, and to use relevant resources such as Company Vehicles, tools, brooms, litter pickers, scrapers etc.</li><li>• To use safely and appropriately, and to maintain tools and machinery such as brooms, litter pickers, chewing gum remover, jet washers etc.</li><li>• To use specialised mechanical cleaning equipment when required.</li></ul>	

- To maintain street furniture including painting of lamp posts, bollards, and railings, to check and maintain any street furniture owned by Lincoln BIG.
- To help with the set up/break down and delivery of Lincoln BIG events.
- Identify and report to the CCTV control room any issues that cannot be resolved immediately without further intervention.
- Identify and report to the relevant authority any situations that cannot be resolved by the wardens quickly and efficiently.
- Maintain timely and accurate records of incidents and issues arising.
- To record and report incidents of crime and Anti-Social Behaviour on the security group website and/or company database and pass on relevant information to local authorities and Police where necessary
- Assist the Hospitality Manager in checking and maintaining the defibrillators within the City Centre and reporting any issues.
- Ensure all Health & Safety requirements are met to the Company standard as defined by the HASWA to ensure the safety of all team members and customers.
- Ensure all Personnel policies and procedures are followed.
- Ensure any work plans and productivity targets are achieved through correct administration of log sheets and daily reports.
- Any other duties of a similar nature, as may be requested by management.

This job description reflects the core activities of the post. As the service and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. We expect that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

#### **Parameters of Role**

The Warden will have authority to report issues that arise to either the appropriate authority or to the CCTV control room. Working for most of the time on their own the Warden will have authority to deal with issues within a defined range of interactions. Failure to report issues correctly or to the wrong authority could cause delays and therefore could pose a health and safety risk to the public or businesses in the area. Reporting of issues to the wrong authority or if not required could damage the working relationship between the BID company and its stakeholders.

# Person Specification



This section describes the knowledge, experience and competence required by the post-holder that is necessary for an acceptable standard of performance in carrying out this role.		
	<b>Assessment method (A, I)</b>	<b>Essential / Desirable</b>
<b>Qualifications</b>		
General standard of education with a minimum of GCSE English and Maths or equivalent	A	Essential
SIA Security Licence	A	Desirable
Full Driving Licence	A	Essential
Customer Service Qualification	A	Desirable
Conflict Management training	A	Desirable
<b>Knowledge and Experience</b>		
Experience of working with the public	A/I	Essential
Experience in a trade or DIY	A/I	Essential
Experience of assisting with the delivery of community events	A/I	Desirable
Understanding of how to deal with aggressive/difficult people	A/I	Desirable
Experience and Understanding of Health and Safety at Work and implications of safe workspace	A/I	Essential
<b>Skills</b>		
Strong organisational skills with the ability to work un-supervised	A/I	Essential
Strong customer service skills with the ability to respond to customers' needs	A/I	Essential
Well-developed verbal communication skills with the ability to communicate with people at all levels	A/I	Essential
Well-developed written communication skills with the ability to write reports	A/I	Essential
Team working skills	A/I	Essential
Ability to understand the correct methods to report and communicate any issues that arise within the BID area.	A/I	Essential
<b>Special Requirements (eg working hours, driving licence etc)</b>		
Physically capable of undertaking the duties as set out in the Job Description which will include walking around the city centre, using specialised equipment.	A/I	Essential
Physically capable of undertaking the duties as set out in the Job Description which may include lifting weights up to 25 kg	A/I	Essential
Please note that the criteria specified on this form will be used as guidance when short-listing all applications and again at interview. Please ensure you provide evidence within your application giving examples, where appropriate, as to how you meet the specified requirement for the job.		

\* Assessment criteria    A = Application, I = Interview

### **Personal Attributes**

- Excellent inter-personal skills
- Can-do attitude
- Well-presented and prepared to always wear full uniform when on duty
- Able to remember and record details of incidents observed accurately
- Flexibility to changes in routine
- Punctual and reliable
- Self-motivated
- Able to work on own initiative
- Equally comfortable working on own or as part of a team

### **Circumstances**

**Contracted hours** – 37.5 hours per week – shift patterns variable but will include early morning/weekend work.

The role will be based in the Lincoln BIG area.

You must be prepared to work outside in all weather conditions.

Applicants may be required to undertake enhanced CRB and DBS checks.

Following successful probationary period you will be entitled to join the company's Pension and Westfield Health Insurance scheme