

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Civic Warden
Service Area / Team	Finance / Customer Services
Reports to	Customer Services Lead
Post Number	TBC
Grade & Annual Salary	Grade C
Politically Restricted Post	No
DBS Requirement	Basic

JOB PURPOSE
<ul style="list-style-type: none"> To provide a safe and welcoming environment for visitors and customers through managing the security of the Civic Centre and through meeting, greeting and assisting customers, visitors and guests.

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<ul style="list-style-type: none"> To be responsible for the day to day security of the Civic Centre and its environment, including the opening and closing of the building. 	Daily
<ul style="list-style-type: none"> To ensure the Civic Centre, Print Room, Mears office and all outside store areas are locked securely when closing the building. 	Daily
<ul style="list-style-type: none"> To meet, greet and triage *customers/*visitors/*guests at the first point of contact, to ensure they are seen by the right person or are signposted to a self-serve kiosk/computer and are provided assistance if required (* for the Council and tenants). 	Daily
<ul style="list-style-type: none"> Respond to customer enquiries where possible at the first point of contact. 	Daily
<ul style="list-style-type: none"> To validate visitors and guests, including contractors and issue temporary badges to enter the building. 	Daily
<ul style="list-style-type: none"> To ensure public behaviour is acceptable in the reception area. 	Daily

<ul style="list-style-type: none"> To respond to the increased volume of incidents at Reception, warning the customer to stop their behaviour and if they do not to ask them leave or escort them out of leave the building. To call the Police if required to inform them of the incident and to request attendance. 	As required (but this is often on a daily basis if not weekly)
<ul style="list-style-type: none"> To attend fire warden training and be an active fire warden. 	As required
<ul style="list-style-type: none"> Respond to calls on the Council's switchboard and re direct calls to appropriate officers/departments. 	Daily
<ul style="list-style-type: none"> Maintain the telephone directory, adding and removing staff and updating records. 	As required
<ul style="list-style-type: none"> To take photographs and print ID badges for staff and tenants using the Access system Falcon, adding and removing access when informed of changes. 	As required
<ul style="list-style-type: none"> Design and print all tenant & visitor badges (adding relevant logo i.e. East Kent Housing). 	As required
<ul style="list-style-type: none"> Issue badges to contractors and visitors and ensure they are returned or cancelled on the access system. 	As required
<ul style="list-style-type: none"> To maintain the access system (Falcon) to ensure it is up to date including downloading reports regularly. 	Monthly
<ul style="list-style-type: none"> Ensure all the tenants of the Civic Centre are aware of the security policy (ID cards, keeping the building secure etc), 	As required
<ul style="list-style-type: none"> To check the fire equipment is working and keep fire records up to date as appropriate. 	Weekly
<ul style="list-style-type: none"> To be responsible for emergency call outs relating to the security of the building in and out of core hours. To respond to calls out of hours in respect of the intruder alarm or fire alarm sounding in the Civic Centre when on call out duty. 	As required
<ul style="list-style-type: none"> In the event of a fire alarm, to notify lifeline if the fire service is required to attend the building (check the location of the alarm on the fire panel and complete a visual check). 	As required
<ul style="list-style-type: none"> To help identify what online forms customers need to complete (i.e. whether it is a new claim or change of circumstances). 	Daily
<ul style="list-style-type: none"> To assist customers to complete on line forms on the self-serve kiosks and PC's (i.e. change of address for Council Tax, apply for the Housing waiting list, payments, bid for a property etc) and to help resolve issues customers have navigating the website/online forms on their own device. 	Daily
<ul style="list-style-type: none"> To have a basic understanding of Housing Benefit legislation (i.e to help advise customers whether they can apply for Housing Benefit or Universal credit for help with their rent). Navigate the Revenues & Benefits system to provide customers with their account number or benefit reference to complete the online forms. 	Daily
<ul style="list-style-type: none"> To book appointments for Housing Benefit, Council Tax and Housing waiting list enquiries. 	Daily
<ul style="list-style-type: none"> To complete parking, licensing and life verifications transactions. This involves checking evidence provided to 	Daily

ensure it meets the criteria, issuing parking permits and visitor vouchers, taking payments (via chip & pin), verifying identity and providing advice on licensing matters for taxi drivers.	
<ul style="list-style-type: none"> Complete checks on the Chip & Pin machine to ensure there is no scamming equipment attached and there is no damage to the wires or machine. 	Daily
<ul style="list-style-type: none"> Complete on line Disclosure Barring Service checks, validating documents to verify the identity of the Taxi driver and completing the verification on the Employment checker (online). 	As required
<ul style="list-style-type: none"> Accept food waste complaints samples on behalf of the Health & Licensing Team, following the procedure and completing the relevant. 	As required
<ul style="list-style-type: none"> To 'buddy' and help train up new staff at Reception 	As required
<ul style="list-style-type: none"> To ensure the cleanliness of the building (first thing in the morning when opening the building and in the evening before closing). 	Daily
<ul style="list-style-type: none"> To report any repairs by informing the appropriate business unit via the property services request. 	As required
<ul style="list-style-type: none"> To receive and record mail at Reception from walk in customers and internal staff. 	Daily
<ul style="list-style-type: none"> First point of contact for issues with presentation equipment (TV screens, Laptops, DVD's etc) in the Council chamber/meeting rooms and the self-serve kiosk, pc's and scanners in the reception area. 	As required
<ul style="list-style-type: none"> Setting up and booking rooms for external and internal customers. 	As required
<ul style="list-style-type: none"> To open the building at the weekend if required for a Conservative group meeting. 	As required
<ul style="list-style-type: none"> Setting up the Emergency Room in the event of an emergency. 	As required
<ul style="list-style-type: none"> To be responsible for ordering and completing paper work relating to the drinks machines and to keep them in good working order (cleaning and reporting issues). 	As required
<ul style="list-style-type: none"> To clear recyclable paper and confidential waste and prepare it for disposal. 	Daily
<ul style="list-style-type: none"> To attend the Chairman and Vice Chairman of the Council through attending meetings/events/including evening meetings. It is part of the job and all civics would have to do it if requested. 	As required
<ul style="list-style-type: none"> Introduce the Chairman at Full Council meetings, all civic wardens would have to do this if requested to do so. 	As required
<ul style="list-style-type: none"> To ensure the keys for the building are kept safe at all times. 	Daily
<ul style="list-style-type: none"> To attend First Aid training and provide First Aid to members of the public and staff 	As required
<ul style="list-style-type: none"> The Civic Wardens can also cover one or more of the following specialist duties: <ul style="list-style-type: none"> Drive the Chairman, Deputy Chairman & Leader on official visits, ensuring the chain and badge are secure. Responsible 	As required

<p>for the upkeep of the Civic car and attending official functions, liaising with Chairman and secretary.</p> <ul style="list-style-type: none"> • Complete audits of staff access to the building and run reports for all staff including tenants. To ensure that any tenants or staff that have left no longer have access to the building. • Provide alarm system training to tenants if out of hours access is required. • Provide security system training to relevant officers (Property Services & Customer Services management). • Accept stray dogs that are brought to the Civic Centre and place in the kennel (training in dog handling is essential) 	<p>Quarterly</p> <p>As required</p> <p>As required</p> <p>As required</p>
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CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.
- To ensure our customers are valued by taking into account their views and needs in all that we do.
- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.
- To communicate openly and honestly with colleagues, members and customers.
- To undergo any training necessary to be able to fulfil the requirements of the job.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.

Folkestone & Hythe District Council Person Specification

Post Title: Civic Warden

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> ▪ GCSE grades A-C (including Maths & English) or recent relevant experience that demonstrates proficiency in Maths & English ▪ First aid 	✓		
	Desirable <ul style="list-style-type: none"> ▪ Security Industry Authority License (SIA) 	x		
Experience and Knowledge	Essential <ul style="list-style-type: none"> ▪ Recent and relevant experience in a customer service and a security environment ▪ Experience of operating MS Office systems such as Microsoft Word, Excel and Outlook ▪ Recent and relevant experience of working as part of a busy team and on own initiative 	✓ ✓ ✓	✓ ✓	
	Desirable <ul style="list-style-type: none"> ▪ Previous experience working in local government 	✓		
Skills and Abilities	Essential <ul style="list-style-type: none"> ▪ Ability to work as part of a team ▪ Ability to operate on own initiative with minimal supervision ▪ Excellent written and oral communication skills ▪ High level of attention to detail and accuracy 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> ▪ Competent user of IT, particularly Microsoft Office ▪ Proactive and committed to continued service and personal development ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels ▪ Ability to drive and has possession of a licence to drive the Corporate Car 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
	<p>Desirable</p> <ul style="list-style-type: none"> ▪ Ability to speak another languages 	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>	