

Folkestone & Hythe District Council Job Description

| JOB DETAILS | |
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| Job Title | Civic Warden |
| Service Area / Team | Finance / Customer Services |
| Reports to | Senior Front Office Officer |
| Post Number | CS051 |
| Grade & Annual Salary | £18,791 - £20,644 (Grade C) Pro Rata |
| Politically Restricted Post | No |
| DBS Requirement | Standard |

| JOB PURPOSE |
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| <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) |
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| <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. | 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 ask customers whose behaviour is unacceptable to leave the building and to escort them off the premises if necessary. | As required |
| <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 |

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| <ul style="list-style-type: none"> Maintaining 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"> 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 assist customers to complete on line forms on the self serve kiosks and PC's. | Daily |
| <ul style="list-style-type: none"> To complete parking, licensing and life verifications transactions. This involves checking evidence provided to 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. | Daily |
| <ul style="list-style-type: none"> Complete on line Disclosure Barring Service checks, validating relevant information and checking identification. | As required |
| <ul style="list-style-type: none"> To 'buddy' and help train up new staff. | 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 chambers and meeting rooms. | 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"> 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 |

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| <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. | As required |
| <ul style="list-style-type: none"> Updating the starters and leaver's board, liaising with HR and the print room, ensuring the boards are kept current and up to date. | Monthly |
| <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 & Leader on official visits. Responsible for the upkeep of the Civic car and attending official functions, liaising with Chairman and secretary; 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. | As required Quarterly |

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.

ADDITIONAL INFORMATION

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| Responsibility for Staff (direct reports) | n/a |
| Responsibility for Staff (indirect reports) | n/a |
| Financial / Budgetary Accountability <ul style="list-style-type: none"> • Overall Accountability/control (£ value) • Directly Managed (£ value) • Income Generation (£ value) | n/a n/a n/a |
| Responsibility for Physical Resources <ul style="list-style-type: none"> • Vehicles / Equipment / Tools • Information Systems • Buildings / External Locations • Maintenance • Stocks / Supplies / Procurement | Responsible for mobile phone and Council uniform. Responsible for security of building (key holder) in terms of opening/ closing and setting the alarm/responding to panic alarms. Responsible for call outs relating to New Romney One Stop office. Responsible for driving the corporate vehicle, driving carefully and keeping it clean. Regular use of the Falcon access database updating information and running reports. Manage and order supplies for the corporate drinks machine. Manage and order supplies for the access machine and printer . This system is used for creating and printing access badges. Supplies include - cards, printer ribbon, badge holders and lanyards. |
| Responsibility for Service Contracts | n/a |

NATURE OF CONTACTS

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| Internal | <ul style="list-style-type: none"> • Employees • Managers • Corporate Management Team |
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| | <ul style="list-style-type: none"> • Members • Chief Executive |
| External | <ul style="list-style-type: none"> • Members of the public • Porchlight • Soldiers, Sailors, Airmen and Families Association • Kent County Council • Parish and Town Councillors • Mears • Sleeping Giant Media • East Kent Housing • East Kent Audit |

| Progression in Role | |
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| <ul style="list-style-type: none"> • Starting – the required related knowledge / skills / qualifications and experience required at selection <p>The post holder will be required to have:</p> <ul style="list-style-type: none"> • Good communication and IT skills (experience of operating MS office systems) • Recent and relevant experience of working in a customer service and or security environment. • GCSE grades A-C including Maths and English or recent and relevant experience that demonstrates proficiency in Maths and English. | |
| <ul style="list-style-type: none"> • Induction – what initial induction / training is required to become proficient in this role? <p>During the first few weeks of employment the post holder will be expected to follow the basic corporate induction framework, attend the next available formal corporate induction session and complete any departmental induction requirements. In addition, the post holder will need the following training;</p> <ul style="list-style-type: none"> • How to lock, secure and open the building. • How to resolve issues with any of the IT equipment in the meeting rooms. • How to operate the Council's switchboard (within the first week). • How to triage at Reception. • Complete a Security Industry Authority (SIA) License training course. • Complete a First Aid at work training course. • How to set up all of the meeting rooms for day and evening meetings. • Who to call when visitors arrive at Reception. • How to locate building passes/car park passes and how to issue them. • How to access the room booking calendar and book meeting rooms. • How to use the flexi time sheet and Itrent system. • How to use the Qmatic queue system. • How to support and encourage customers to transact online via the Council's and partners websites (i.e. Universal Credit & Kent Homechoice). | |

- **Proficient – how would this be displayed in the role?**

- Demonstrates knowledge of service areas covered. For example the post holder is responsible for the security of the building whilst offering a safe, secure and welcoming environment for customers, through meeting, greeting and triaging customers to ensure they are seen by the right person.
- Is confident and capable in dealing with difficult customers (conflict).
- Holds a Security Industry Authority (SIA) License.
- Able to provide First Aid to customers and staff .
- Works to team targets of seeing 90% customers within 20 minutes and achieving a customer satisfaction level of 90% or above. Keeps an eye on the queues, supports the team dealing with conflict and helps to buddy new staff.
- Will contribute ideas for improvement through suggestions at team meetings and 121's. Using customer feedback and experience of using procedures and processes.
- Ability to communicate effectively and promptly to ensure the whole team is supported at all times and that colleagues are aware of what is happening. Using clear communication to avoid any misinterpretation and reduce any problems/issues that may arise.
- Works on own initiative and as part of a team. For example, being a team player, understanding the needs of the team and customers. Using own initiative to make decisions and think quickly to avoid problems building up (i.e. situations in Reception when a customer is being abusive/disruptive). The post holder would need to use their own initiative (with minimal supervision) to try and calm the situation down and make a decision to ask the customer to leave the building if the behaviour does not improve.

- **Advanced – what additional characteristics will be displayed?**

- A more advanced understanding of the access machine and the falcon software, able to resolve issues within the system.
- Demonstrates a greater, more in-depth knowledge of all services within the Council. For example, undertakes additional training and interest in these areas to be more proficient in responding to customer's enquiries.
- Identifies changes to make improvements and then takes ownership of delivering the change
- NVQ level 2 in Customer service.

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 | | |
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| | | Application | Interview | Test |
| Qualifications | Essential <ul style="list-style-type: none"> ▪ GCSE grades A-C or equivalent (including Maths & English) or recent relevant experience that demonstrates proficiency in Maths & English ▪ First aid qualification or willingness to achieve | ✓ | | |
| | Desirable <ul style="list-style-type: none"> ▪ Security Industry Authority License (SIA) | ✓ | | |
| Experience and Knowledge | Essential <ul style="list-style-type: none"> ▪ Recent and relevant experience in a customer service or 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 | ✓ | ✓ | |
| | Essential <ul style="list-style-type: none"> ▪ Ability to work as part of a team | | ✓ | |

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| Skills and Abilities | <ul style="list-style-type: none"> ▪ Ability to operate on own initiative with minimal supervision ▪ Excellent written and oral communication skills ▪ High level of attention to detail and accuracy ▪ 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 ▪ The ability to drive the Corporate Car | ✓ ✓ ✓ ✓ ✓ | ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ | |
| | <p>Desirable</p> <ul style="list-style-type: none"> ▪ Ability to speak another languages | ✓ | ✓ | |