

**City Warden:** Pay Band 1, SCP 10 – 12 + Living Wage Allowance (37-hour week)  
Plus, contractual overtime (8 hr 10 min weekly) – Total remuneration **£34,607**

We are looking for a highly motivated individual to take on the role of City Warden. You will be required to provide excellent customer service to the residents of Douglas, the City centre visitors, users of the Council's car parks and patrol areas, as directed, on a daily basis. The role includes improving the experience of Douglas using initiatives and enforcement to deter environmental offences as well as inspecting Council facilities and equipment (e.g., lifebelts, B-lines life-saving equipment) and ensuring care for the environment by carrying out street-scene activities.

You must have the ability to resolve conflict in a professional manner, stay calm under pressure, have good communication skills and be able maintain a working knowledge of byelaw enforcement and legislation. A full clean valid driving licence is essential, and you will be required to work a shift pattern between the hours of 7.00 am and 19:00 pm over a 7-day week (as per the rota), weekend working is 1 in 3.

If you like working outdoors, dealing with the public and making a positive difference to improve the City, then come and join our City Warden Team.

For an informal chat about the role please contact Alan Gordon, Community & Enforcement Manager on 696326 or by email at [agordon@douglas.gov.im](mailto:agordon@douglas.gov.im). For full details of the role, the job description and selection criteria please visit the Council's website ([www.douglas.gov.im](http://www.douglas.gov.im)) or contact the Human Resources Section on (696455).

Closing date for submission of applications is **Friday, 6<sup>th</sup> December 2024 at 5.00 pm**

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**Miss K J Rice, Chief Executive**, City Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD  
Douglas City Council is committed to recruiting a diverse and highly talented workforce representative of our City and are committed to ensuring the recruitment and selection process is inclusive and accessible to all. We encourage applications from people of all backgrounds and aim to have a workforce that represents the City we serve.

## **JOB DESCRIPTION**

<b>DEPARTMENT:</b>	Environment & Regeneration
<b>SUB-SECTION:</b>	Regeneration
<b>DESIGNATION:</b>	City Warden
<b>REPORTS TO:</b>	Community & Enforcement Manager (CEM)
<b>GRADE:</b>	Pay Band 1, SCP 10 -12 + Living Wage Allowance
<b>BASED AT:</b>	Church Street, Douglas
<b>DURATION OF POST:</b>	Permanent
<b>HOURS OF WORK:</b>	37 hrs p/w (plus contractual overtime (8 hr 10 min weekly))
<b>WORK PATTERN:</b>	Worked over a 3-week rota basis - attached
<b>FLEXIBILITY:</b>	Ability to adapt to changing circumstances and work flexibly without assigned tasks normally being disrupted
	Postholder must be prepared to carry out overtime duties and work on Public and extra Statutory Holidays as required. Postholder must also be prepared to work outside of normal working times when requested (i.e., early morning/evening/weekends). Appropriate overtime rates, in accordance with the terms and conditions of employment, will be paid for duties undertaken outside of normal working hours
<b>PUBLIC IMAGE:</b>	All personnel must wear and maintain any uniform or PPE provided. In order to provide appropriate standards of service and to maintain a good public image, it is a condition of the job that the postholder will not consume alcoholic drinks or narcotic substances during the duration of the working day
<b>RESOURCES:</b>	Vehicles, machinery, handling/security small sums of cash/resources
<b>CONTACTS:</b>	Routine contact with others, including members of the public/Members
<b>ENVIRONMENT:</b>	Majority of work performed outside/exposure to all weather conditions and difficult or disagreeable conditions
<b>SMOKING:</b>	Compliance with the Council's Smoke-Free Workplace policy
<b>SUPERVISION:</b>	None
<b>HEALTH:</b>	Physically fit/normal physical effort
<b>TRAINING:</b>	Provided as required

**TRANSFERS & INTERDEPARTMENTAL WORKING:** The post will be interchangeable within and between services/contracts and may be required to carry out other duties of a similar level of responsibility that may be assigned to post holder by the Line Manager provided such duties are deemed to be within the competence of the employee. Employees may be required to undertake interdepartmental working.

**DOES THE OCCUPANT WORK ALONGSIDE THE PERSON HE/SHE REPORTS TO?** Yes

### **JOB PURPOSE:**

Establish a recognised, local presence and point of contact for the Council. Provide a proactive, local, preventative approach to dealing with anti-social behaviour and environmental crime reduction in the City in association with other Council services and community partners.

First point of response for any incident reports relating to Douglas general byelaws, statutory infringement, anti-social behaviour and other associated complaints and enquiries.

Assist with delegated investigation duties including gathering information, data and evidence along with associated record keeping for Douglas general byelaws and other statutory infringement incidents.

Ensure the effective day to day operation of the Council's car parks by providing an efficient and effective parking service to the public, operated in accordance with current legislation and Council policies and providing the best service possible to local residents and other car park users.

### **SUMMARY OF MAIN DUTIES:**

1. Inspect vehicles ensuring valid ticket, permits or disabled badges or any other parking restrictions relating to car parking are displayed. Issue appropriate Excess Charge Notice to offenders and place on windscreen. Seek guidance from CEM where cases may not appear to be straightforward.
2. Ensure a high standard of customer care and service is provided to users of Council's car parks and make any suggestions for improvement to customer service. Maintain accurate and up-to-date records of issues relating to the operation of the car parks.
3. Monitor car park control system at peak periods and whilst on duty outside office hours. Deal with enquiries and problems relating to car parks by way of intercom, telephone (including mobile) and in person. Respond quickly in emergency situations and take appropriate action.
4. Ensure ANPR (Automatic Number Plate Recognition) and other equipment is maintained in good working order which includes replenishing supply of consumables in machines, cash collections and minor repairs. Report other equipment faults to appropriate officer for rectification.
5. Responsible for presentation, operation and maintenance of all Council car parks ensuring they are kept in a clean, well maintained, lit and safe condition. Remove any debris which may cause danger to users' property, using equipment provided. Conduct scheduled maintained infrastructure tests (emergency lighting and fire alarms).
6. Maintain a working knowledge of parking enforcement and bylaw enforcement including legislation, regulations, policies and procedure, best practice and priorities relating to parking enforcement.
7. Inspect and ensure Council facilities and equipment in public places, such as lifelifts and B-lines life-saving equipment, are in working order.
8. Ensure care for the environment undertaking remedial street-scene activities including removal of minor graffiti, fly-posting, fly-tipping and litter. Report major incidences to Environment & Regeneration Department for remediation.
9. As part of the City Warden Team provide support to CEM and Senior City Warden (SCW) in the enforcement of the Council's byelaws and other relevant legislation enforced by the Council.
10. Be familiar with and adhere to procedures and systems devised for the collection of evidence in cases of infringement of byelaws or statutory provisions.

11. Undertake patrols throughout the City identifying areas of regular activity or abuse of byelaws or street-scene providing intelligence as appropriate. Promote good relations and provide information on local facilities to residents and visitors maintaining a positive and friendly demeanour at all times.
12. Assist in maintaining accurate and up-to-date records of complaints and actions taken for the purposes of producing reports on byelaw enforcement.
13. Assist with opening and closing the City Hall, provide security for City Hall staff and property and make deliveries and other general duties as necessary/required.
14. Participate in stewarding/marshalling at Council related events as required.
15. Deal with customers and colleagues openly and fairly at all times and promote mutual respect. Respond to customers' needs in a polite and efficient manner.
16. Comply at all times with the Council absence reporting procedures ensuring SCW is immediately advised on any occasion when ill-health prevents attendance at work.
17. Bring to the attention of SCW any matters of a sensitive nature.
18. Responsible for ensuring health, safety and environmental risks are adequately assessed and controlled in respect of self and others including daily assigned vehicle checks and reporting.
19. Ensure equality of opportunity for all people, in service provision and in employment, and work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
20. Compliance with the provisions of the Isle of Man Data Protection Act 2018, the Equality Act 2018, Computer Misuse Act 1990, Council's Constitution, policies and other relevant legislation.
21. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
22. Such other duties within a similar level of responsibility as may from time to time be required by the SCW/CEM.

## **PERSON SPECIFICATION**

### **Essential**

1. General education (GCSE or equivalent grades A-C including Mathematics and English)
2. Good oral and written communication skills with ability to communicate effectively at different levels with a range of customers
3. Ability to keep accurate notes and records
4. Flexible approach to working hours with a willingness to work out of hours, including Bank holidays, evenings and weekends when required
5. Good communication skills
6. Ability to work under own initiative, often alone, and deal courteously and manage conflict and aggression that may arise, with members of the public in the course of duties
7. Ability to work effectively, independently and as part of a team
8. Basic computer skills
9. Full clean valid driving licence

### **Desirable**

1. Basic administrative skills
  2. Experience of local government
  3. An understanding of the operations and functions of a local authority
  4. Political sensitivity
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### 3 WEEK ROTA WORKING PATTERN

<b>A</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
	9.00 am - 7.00 pm	9.00 am - 7.00 pm	9.00 am - 7.00 pm	9.00 am - 7.00 pm	9.00 am - 7.00 pm	Off	Off

<b>B</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
	7.00 am - 4.00 pm	8.00 am - 5.00 pm	8.00 am - 5.00 pm	Off	8.00 am - 5.00 pm	8.00 am - 5.00 pm	8.00 am - 4.00 pm

<b>C</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
	Off	7.00 am - 5.00 pm	7.00 am - 5.00 pm	7.00 am - 5.00 pm	7.00 am - 5.00 pm	Off	Off