

# CLEAN & GREEN OFFICER

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Village Warden - Clean and Green Officer	<b>Location:</b>	Cirencester
<b>Job group:</b>	Case/Field Worker - Level 1	<b>Peer group no:</b>	PG-C6
<b>Reports to:</b>	Phil Measures	<b>Working hours:</b>	23 per week including weekends and bank holidays
<b>Business World Post number:</b>	TBC	<b>Line management responsibility:</b>	None
		<b>Direct Reports:</b>	None
<b>FTE Salary pro rata:</b>	£21,425 - £23,210	<b>Contract type:</b>	Permanent
		<b>Further detail:</b>	N/A

<b>Main purpose of this specific role:</b>	To support Clean and Green Cotswolds in making a safer, cleaner and well maintained village; whilst providing a proactive Village Warden service attending identified Hot Spots ensuring both visitors, businesses and residents respect the local area.
Essential qualifications/skills/experience specific to this role:	<ul style="list-style-type: none"> <li>• Maths and English equivalent to NVQ Level 2 or GCSE Grade C/4 or above</li> <li>• Ability to build customer relationships.</li> <li>• Experience in assessing routine situations and carrying out inspections if and when required.</li> <li>• Ability to remain calm and confident when dealing with challenging customers and environments.</li> </ul>

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<p><b>Main Purpose:</b></p>	<p><b>The purpose of this role is to:</b></p> <ul style="list-style-type: none"> <li>● To deliver an effective and efficient Clean and Green Cotswolds initiative within Bourton on the Water village, to improve the local environment and promote community cohesion.</li> <li>● Raise awareness campaigns and educational programmes that promote the District's Clean and Green Cotswolds agenda.</li> <li>● To support the coordination of multi-agency activities that promotes the District's Clean and Green Cotswolds agenda.</li> </ul>
<p><b>Key Responsibilities:</b></p>	<ol style="list-style-type: none"> <li>1. Be an approachable friendly point of contact for visitors to the village as well as local businesses and residents</li> <li>2. Be an ambassador for Cotswold District Council.</li> <li>3. Work within relevant legislation, prescribed policy, procedures and guidelines and collaborate with other Departments.</li> <li>4. Escalate to technical colleagues when necessary but retain ownership of the community's initiative.</li> <li>5. Ensure all relevant customer and company information is captured and recorded accurately and confidentially.</li> <li>6. Manage workload in order to meet the demands and targets set by the Council and the Communities.</li> <li>7. Carry out duties with discretion, integrity and maintain confidentiality.</li> <li>8. Undertake any other duties as reasonably required to do so.</li> </ol>
<p><b>General Accountabilities:</b></p>	<ul style="list-style-type: none"> <li>● To liaise directly with visitors, local businesses and residents and support the development of local community led initiatives.</li> <li>● To foster and maintain partnerships with a wide range of external stakeholders.</li> <li>● To work closely with internal communications and take every opportunity to promote the good work being undertaken by Communities and the Clean and Green Cotswolds Team.</li> <li>● To be an excellent team player, work well with others as well as being able to use own initiative, to best resolve issues and deliver great service as part of the council's Clean and Green team.</li> <li>● The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment.</li> <li>● Work in compliance with the Codes of Conduct, Regulations and policies of Publica and Cotswold DC</li> </ul>

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	<ul style="list-style-type: none"> <li>To support the response to a major incident, including taking up a designated role within the emergency management framework.</li> <li>Actively contribute to a collaborative team approach to innovative working practices and problem solving.</li> </ul>
<b>Essential Requirements, Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Maths and English equivalent to NVQ Level 2 or GCSE Grade C/4 or above</li> <li>Ability to build customer relationships.</li> <li>Experience in assessing routine situations and carrying out inspections if and when required.</li> <li>Ability to remain calm and confident when dealing with challenging customers and environments.</li> <li>Ability to resolve routine issues by negotiation.</li> <li>Maintain accurate and up to date records.</li> <li>Demonstrate commitment and resilience to succeed.</li> <li>Excellent written and verbal communication skills.</li> <li>Ability to manage time effectively.</li> <li>Competent in using a range of technology and software packages, including Microsoft and Google.</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>Relevant recognised qualification.</li> <li>Knowledge and experience of working in a public sector organisation.</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>The post holder will be expected to work weekends and bank holidays</li> <li>Ability to travel</li> <li>Hold a full valid driving license.</li> <li>Have access to a vehicle.</li> <li>This post is subject to an enhanced DBS disclosure.</li> <li>Capable of patrolling on foot on different services and working outside in all weather conditions.</li> </ul>
<b>Date reviewed:</b>	19 May 2021
<b>Reviewed by:</b>	Mandy Fathers
<b>Manager job title:</b>	Business Manager for Operational Support and Enabling
<b>Date of issue:</b>	16 July 2021