



Comhairle Cathrach Chorcaí  
Cork City Council

# COMMUNITY WARDEN

## JOB SPECIFICATION

Please download and read in conjunction with  
Candidate Information Booklet

Closing date: 4pm, Monday 9<sup>th</sup> September 2024

## BACKGROUND

Cork City Council is a large urban local authority with over 1500 employees across over 40 locations within the City. There are 31 Elected Members of the Council representing five wards in the City. The Council has an annual revenue budget of nearly €292 million for 2024 and provides a wide and diverse range of public services such as, housing, management of the public realm, libraries, physical planning and development, community, culture and placemaking and the delivery of infrastructure projects. Internal services include Finance, ICT, People & Organisation Development and Corporate Affairs. The Council is committed to increasing its capacity and capability for change to deliver improved public services.

Cork City Council is establishing a panel for the position of **Community Warden** from which permanent and temporary vacancies may be filled from time to time.

## THE ROLE

The Community Warden service has a City-wide remit which may involve the distribution of duties on a functional, electoral or geographic area basis. The distribution of duties in this way may be adjusted from time to time in the interests of flexibility and organisational efficiency.

For the most parts the Community Wardens will be required to carry out duties as outlined below throughout the administrative City of Cork, to include rotation between areas as required. The community warden will operate primarily in the RAPID areas; with flexibility to move geographically across the area in response to requirements.

The RAPID areas are:

- Knocknaheeny/Hollyhill/Churchfield
- Farranree/Fairhill/Gurranabraher
- Mayfield/The Glen/Blackpool
- Togher/Mahon/Ballyphehane

The Community Warden will report to the appropriate supervisor with the Community, Culture and Placemaking Directorate and will liaise regularly with RAPID co-ordinators.

## DUTIES

The duties shall be such as may be assigned from time to time by the City Council under the general direction and supervision of the Chief Executive or such person as may be delegated by the Chief Executive, and shall, in particular, include the following: -

### Community Liaison Duties:

- Provide assistance to residents: namely assisting local residents on local authority matters and encouraging the upkeep of the local area.
- Liaison and assistance with local community groups; namely local environment groups, community safety fora, neighbourhood watch, residents' associations etc.
- Liaison and assistance with local Gardai; that is reporting of issues to local Gardai and additional types of joint co-operation.
- Assistance with local events; that is participation in the staffing of local events such as clean-ups, family fun days, Halloween and Bonfire night, festivals, youth cafés etc.
- Monitoring and reporting of local authority issues – eyes and ears.
- Monitoring of local authority estates, school vicinities and public amenities. In addition, this should include reporting to the local authority suspected breaches of regulations and other issues arising from monitoring activity.
- Enforcement of local authority regulations - The warden will enforce in conjunction with the appropriate directorate upon identification of persistent offenders who fail to respond to interventions.

### Specific Duties Will Include:

- Identify problems of environmental degradation including street management issues such as broken street lighting and furniture, litter, graffiti and public safety issues.
- Identify and report problems and potential solutions to the responsible agency; monitor and follow up to ensure effective resolution or seek alternative courses of action as necessary.
- Liaise with Council officers in reporting and dealing with fly-tipping, abandoned vehicles, noise and pollution complaints.
- Build and enhance current relationships with local traders, businesses, shop keepers etc., and exchange intelligence regarding local problems including anti-social and nuisance behaviour.

- To engage with residents' and business associations, community groups and schools including attending community events, to promote good citizenship.
- Provide a link between residents and the public, private, community voluntary and statutory agencies responsible for delivering services in the area in order to maintain and enhance the quality of life.
- Monitor and seek solutions to car parking issues at problem locations.
- Record and collate daily activities including time and area patrolled; incidents and issues encountered, course of action taken, anticipated time and method of resolution.
- Produce reports and attend meetings to represent service as required.
- Attend liaison meetings with other organisations as required.
- To undertake any other duties commensurate with the grade and general duties of the post. To fulfil the duties of Litter Warden, Dog Warden, and Traffic Warden as appropriate.

*The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed to take instructions from and report to, an appropriate officer or such designated officer as may be assigned from time to time by the Council.*

## QUALIFICATIONS

### **1. Character**

Candidates shall be of good character.

### **2. Health**

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

### **3. Essential Requirements**

Each candidate must, on the latest date for receipt of completed application forms –

- (a) possess satisfactory experience and be able to demonstrate an awareness/understanding of the role and function of a community warden,
- (b) have a standard of education sufficient to enable him/her to discharge the duties of the post,
- (c) Experience of dealing with community and voluntary groups is advantageous.

### **4. Driver's Licence**

Holders of the office may be required to drive a motor car in the course of their duties and in such instances will be required to hold a full driving licence for class B vehicles free from disqualifications.

### **5. Desirable Skills**

The ideal candidate will be able to demonstrate a strong ability in the following competency areas: *(Please see Competency Framework below, page 7-8)*

- Purpose and Change – Developing and maintaining positive communications between communities and the Council
- Delivering Results – Identifying Problems and Contributing to Solutions
- Personal Effectiveness – Personal Motivation and Initiative
  
- Experience of Community Development.
- Demonstrate proficiency in using digital tools and platforms, including email, word processing, spreadsheets, and other relevant software. A willingness to adapt to new technologies and continuously upskill in line with evolving industry standards is essential.

## 6. **Citizenship**

Candidates must, by the date of any job offer, be;

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein, and Norway, or
- b) A citizen of the United Kingdom (UK), or
- c) A citizen of Switzerland, pursuant to the agreement between the EU and Switzerland on the free movement of persons, or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK, or Swiss citizen and has a Stamp 4 visa, or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa, or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.

## PRINCIPAL CONDITIONS OF SERVICE

### **Remuneration**

Remuneration for the position of Community Warden is:

€41,634 - €42,023 - €42,404 - €42,817 - €43,231 - €43,651 - €44,062 - €44,448 - €44,834 - €45,091 (Max)

New Entrants to the Local Authority Service commence on the 1st point of the scale in accordance with current Government Policy as set out in Department of the Environment Circular Letter EL 02/2011 of 28th January 2011 and Circular EL 05/2016 dated 5th February 2016.

The salary shall be fully inclusive and shall be as determined from time to time. The awarding of increments is subject to satisfactory service. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of any services which they are required by or under any enactment to perform.

### **Hours of Duty**

The standard working week will be 39 hours per week. It is important that applicants fully understand that due to the nature of the role, it will be a requirement that the post holder be flexible about evening and weekend work which will be critical to the post for which overtime will not be paid but time-off-in-lieu will be available.

All hours worked will be subject to the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

*The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract of the successful candidate.*

## COMPETENCY FRAMEWORK

Candidates are expected to be able to demonstrate in their application and at interview that they possess the following competencies through the experience and skills they have gained to date under each of the following specific areas:

<b><u>Purpose and Change – Developing and maintaining positive communications between communities and the Council</u></b>
Represents the Council positively when dealing with the members of the public. Ensure positive messaging in relation to the Council as an individual, within the team and through interaction with the public.
<ul style="list-style-type: none"> <li>• Creates a positive impression of the Council in all interactions with the public.</li> <li>• Shows pride and belief in the contribution of the Council.</li> <li>• Acts quickly to address any issues as they arise.</li> </ul>
<b><u>Delivering Results – Identifying problems and Contributing to Solutions</u></b>
Employees, through their supervisor, must be alert to any opportunities that arise to do their job in either a better or a more efficient manner.
<ul style="list-style-type: none"> <li>• Identifies problems or issues at an early point and alerts his or her supervisor.</li> <li>• Knows the limits of his or her decision-making authority and knows when to refer issues to higher authority for consultation or decision.</li> <li>• Shows good judgement and balanced decision-making when dealing with risk.</li> <li>• Participates in regular discussions with other team members to come up with solutions to operational problems.</li> </ul>

### Personal Effectiveness – Personal Motivation and Initiative

Is enthusiastic about the role and is motivated in the face of difficulties and obstacles. Adopts a positive attitude to work; is enthusiastic and open to taking on new challenges or responsibilities. Takes the initiative and is proactive in addressing issues.

- Adopts a positive and constructive approach to work.
- Responds positively to the challenges of the job.
- Is open to take on new challenges or responsibilities.
- Is proactive in addressing issues and problems.

Please download a copy of this document for your own records and read in conjunction with the Candidate Information Booklet for the post.

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