

Job Description

Job Title:	COVID Warden
Directorate:	Resident Services
Grade:	SO1
Reports to:	Principal Public Protection Officer, Public Protection, Assurance & Regulatory Services (PPARS).
Responsible for:	N/A

1. Main Purpose:

The post-holder will be required to carry out Business engagement visits, activities, and ensures compliance with the statutory provisions outlined within relevant legislation, principally the Health Protection (Coronavirus, Restrictions)(England)Regulations 2020 (as amended), and in line with the 4e's approach (Engage, Explain, Encourage, Enforce).

The post-holder will be required to utilise the relevant statutory provisions to respond to a wide range of COVID-related issues and offences which may have an impact on public health. These duties may be varied from time to time in accordance with the needs of the service, and in particular during civil emergencies when it may be necessary to extend these responsibilities to meet the needs of the council.

2. Core Accountabilities

- a. Advising and guiding on the Councils powers outlined within the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 to resolve COVID related issues at neighbourhood level on behalf of citizen's and local communities.
- b. Work in partnership with internal departments, partner agencies and statutory bodies to deliver high profile engagement (via the 4E's approach) of COVID breaches and COVID related public disorder.
- c. Conduct patrols to identify and support businesses and premises not complying with guidelines and escalating as appropriate.
- d. Educate and explain COVID-19 Secure guidelines throughout the borough and for businesses and premises.
- e. Promote COVID guidance, social distancing and encourage public compliance with COVID-19 public health measures.
- f. Working with local businesses on queue management throughout the borough for example, advising on one-way systems and social distancing in queues.
- g. Reminding businesses to display a notice or take other measures to inform people of their legal obligation to wear a face covering, unless exempt.

- h. Encouraging social distancing in busy night-life areas.
- i. Investigate all COVID complaints including rule of 6, curfew and social distancing breaches.
- j. Ensure that a customer satisfaction-based approach towards problem solving.
- k. Participate in localised and boroughwide operations, providing reassurance for local communities.
- l. Produce high quality reports that will be used in prosecution statements, case files, statutory notices, warning letters and educational material to support Council action to tackle offending behaviour.
- m. Act as a professional witness in support of any legal action taken by the Council to address offending behaviour or non-compliance with statutory regulations.
- n. Deliver planned 'out of hours' monitoring, enforcement and case management activity as directed by the Principal Public Protection Officer or Public Protection Operations Manager.
- o. To undertake routine patrols to identify, log, inspect and investigate instances of non-compliance with the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020.
- p. Work flexibly in undertaking the duties and responsibilities of the post as directed by the Principal Public Protection Officer or Public Protection Operations Manager, the post holder should be prepared to work outside of normal hours, including attending evening operations and occasional weekend working.
- q. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- r. Carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- s. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- t. The post holder's decision-making authority is determined by Council policy and procedures.

Person Specification
Job Title: COVID WARDEN

Note: It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing Criteria marked Application (A) You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.

If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with ✓ on the person specification when you complete the application form.



	Professional Qualifications	Shortlisting Criteria
PQ1	Hold a full UK or EU manual driving licence and maintain such licence throughout the duration of employment.	A ✓

	Key Knowledge	Shortlisting Criteria
K1	Knowledge of relevant current COVID issues affecting local government in London.	A ✓
K2	Sound understanding of IT systems such as MS Office (Word, Teams, Excel and Outlook) and must have an understanding of current technology e.g. be able to use a Tablet/ iPad.	A ✓

	Relevant Experience	Shortlisting Criteria
E1	Knowledge of the relevant legislative framework, including working knowledge of the provisions outlined within the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020.	A ✓
E2	Demonstrable experience of working with partners across voluntary, statutory, community and business sectors.	A

	Key Behaviours	Shortlisting Criteria
	<p>Focuses on People: Is about considering the people who our work affects, internally and externally. It's about treating people fairly and improving the lives of those we impact. It's about ensuring we have the right processes in place.</p> <ul style="list-style-type: none"> • Works creatively with people who require help and support, ensuring an excellent service is received. • Take time to understand residents' concerns and priorities. 	A ✓
	<p>Takes Ownership: Is about being proactive and owning our personal objectives. It's about seizing opportunities, driving excellence, engaging with the council's objectives, and furthering our professional development.</p> <ul style="list-style-type: none"> • Going the extra mile, valuing success, being proactive and knowledgeable and taking the initiative. • When we promise to do something, we do it. 	
	<p>Works Collaboratively: Is about helping each other, developing relationships, and understanding other people's roles. It's about working together with colleagues, partners, and customers to earn their respect, and get the best results.</p> <ul style="list-style-type: none"> • Understanding the roles of key partners and helping them to understand your role in securing positive outcomes. 	
	<p>Communicates Effectively: Is about how we talk, write and engage with others. It's about using simple, clear, and open language to establish positive relationships with others. It's also about how you listen and make yourself open to conversation.</p> <ul style="list-style-type: none"> • Escalating issues and opportunities straight away, ensuring risks are managed. • Seek the views of council staff and people to get the relevant information needed. 	
	<p>Focuses on Results:</p> <ul style="list-style-type: none"> • Understanding the priorities of staff and partners so support can be given to achieve positive results • Ensure project plans are adhered to, dealing with issues as they arise. • Understand how partners work and how to achieve the best results together for people 	