



Comhairle Cathrach Chorcaí
Cork City Council

Job Specification

City Centre Warden

2 Year Specific Purpose Contract

Cork City Council

Closing Date: Friday 30th May 2025

To be read in conjunction with

Candidate Information Booklet

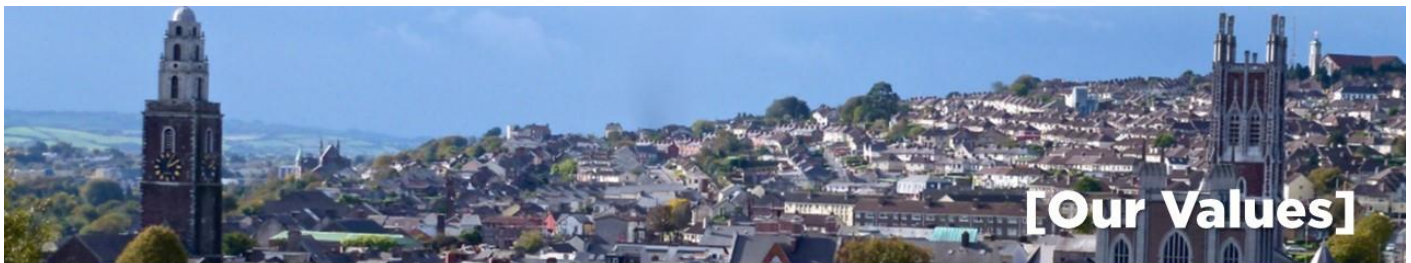
BACKGROUND

Located on the south coast of Ireland, Cork City is the second largest city in Ireland with a population of over 211,000 people.

Cork City is the key driver of the southern region of Ireland. Our ambition is to strengthen the role we play regionally and locally. This ambition is underpinned by Government policy as set out in the [National Planning Framework \(NPF\)](#). This sets a target for Cork City for the population to grow by 125,000 to over 335,000 people between 2020 and 2040, which will make it the fastest growing city in Ireland. This will require a concerted effort to build houses, create circa 75,000 jobs and provide a range of health, social, community and cultural services. Cork will continue to thrive as place of energy, ambition, determination and enterprise. We are a city of ambition, working with our neighbourhoods, communities and businesses to support economic development and facilitate investment. We value our culture and heritage and ensure that Cork continues to be successful as an attractive place to live, study, visit and work.

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 approximately €325 million for 2025 and provides a wide and diverse range of public services such as parks and recreation, housing, management of the public realm, libraries, physical planning and development, community, culture and place-making 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 service.

Cork City Council's Corporate Plan can be viewed on our website: [Corporate Plans - Cork City Council](#)



Public Good

We provide high quality services and address peoples' needs in a manner that is both inclusive and equitable.



Trust & Integrity

We act honestly, openly and fairly in all our dealings.



Respect

We treat all people equally with due regard for their needs and rights.



People Centric Approach

We engage with people in a fair, courteous and timely manner. We strive for continuous improvement



Responsibility

We are accountable and transparent and act responsibly in our dealings and decision making.



Innovation

We continually seek progressive and creative approaches in the services we deliver.



Comhairle Cathrach Chiorcal
Cork City Council



The City Council is dedicated to delivering excellent public services by working collaboratively with strategic partners, businesses, community, and neighbourhoods to ensure that the city continues to thrive as a place to live, study, visit and work. As City Centre Warden, you will be contributing to achieving our vision of leading Cork to take its place as a destination of choice. Our people are committed to our values of public good, trust & integrity, respect, a people centric approach, responsibility, and innovation.

Cork City Council invites applications, from suitably qualified persons, who wish to be considered for inclusion on a panel from which full-time and part-time vacancies for the position of City Centre Warden (2 Year Specific Purpose Contract) may be filled. Please indicate in your application which position, i.e Full-Time/Part-Time, you would like to be considered for.

THE ROLE

Reporting to the City Centre Co-ordinator or appropriate officer the post holder's responsibilities are set out below:

Description:

Cork City Council, in partnership with An Garda Síochána and Cork Business Association, is establishing a pilot City Centre Community Safety Warden Scheme in Cork City. The scheme has been partially funded by the Department of Justice. This scheme is aimed at promoting the City Centre with a focus on engaging with the community, businesses and visitors. It will build on the Council's established relationships with businesses, residents, social services and An Garda Síochána and have as an objective ensuring the public realm is welcoming and safe for all citizens. The pilot will run for a period of two years.

The City Centre Wardens will provide a visible presence within the City Centre, engaging in an ambassadorial role with citizens and visitors to provide assistance on a daily basis. They will also be tasked with enhancing the presentation of the City by identifying interventions for the Council's Operations Team, e.g. graffiti, littering, damage to the public realm, etc., as well as contributing to a reduction in negative community incidents and anti-social behaviour through engagement with An Garda Síochána. It is the intention that the presence of the City Centre Wardens will provide re-assurance to City users and create a deterrent to anti-community activity which can lead to a perception of the city being uninviting. In this manner they will act as a point of contact with the agencies appropriate to dealing with matters that may arise and in doing so facilitate an effective and time critical response to such issues.

Job Summary:

The primary role of the City Centre Warden is to deliver community assurance by providing a visible social presence across Cork City. Central to the role is positive engagement with people and thus strong interpersonal skills and a willingness to engage and assist residents of the City, and visitors to the City, is imperative. The City Centre Warden Scheme will operate primarily in Cork City Centre.

The City Centre Warden will also focus on the appearance and maintenance of key parts of the City. The role of the City Centre Warden will include responsibility to observe and report on negative activities and liaise directly with residents, businesses, and local stakeholders including An Garda Síochána, Cork City Council, Cork Business Association and other organisations. This will be with the aim of reporting and

managing issues which traditionally give rise to negative perceptions of safety such as damage to property, congregation of groups, organised begging and issues around the built environment – presentation of waste, lighting, vacancy.

The City Centre Warden shall arrange, under the direction of the City Centre Co-Ordinator or appropriate officer, the efficient execution of all works in their area of Cork City Centre. The successful candidate will be expected to carry out the non-inclusive list of duties set out below:

Duties and Responsibilities:

The duties of the post include, but are not limited to, the following:

- Maintaining a highly visible, reassuring presence in prominent city centre locations and being person centred, open, proactive and approachable.
- Establish effective working relationships with key stakeholders including an ability to liaise proactively with local businesses, residents, members of the public and visitors to the area.
- Reporting issues impacting on safety and the perception of safety to key stakeholder agencies, including but not limited to An Garda Síochána, Cork City Council and Cork Business Association, as appropriate.
- To be familiar with, and remain updated on, all relevant services in the area in order to provide information to visitors to the district, i.e. public transport information, locations of businesses and services, etc.
- Identifying public realm presentation issues requiring immediate attention and reporting them to Cork City Council as appropriate.
- Auditing and recording functions as required e.g. recording vacant premises in the area, paving issues, other defects.
- To treat all those that frequent the City Centre with respect and dignity at all times.
- To provide a 'signposting' function to relevant services for City Centre users.

Teamwork

- To work as part of a team, working in co-operation with other team members to ensure the highest level of service to those intended to benefit from this initiative.
- To attend and actively participate in team meetings as required, and present records of activity as required
- To attend and participate in on-going training and review days as required.

Administration

- Good administrative skills, maintaining records of all reports/referrals made, issues raised, and responses received.
- To assist the City Council in the collation of statistics as required.

General Responsibilities

- To continuously assist with the development of the role of City Centre Warden.
- To ensure that the City Centre Community Safety Warden Scheme is run in an effective and appropriate manner that meets the aims and objectives of the scheme.
- To participate in internal/external meetings, training events, conferences and other functions as directed by the City Council.
- To participate in regular support and supervision meetings including quarterly reviews and assist in identifying your own job-related training and development requirements.
- To carry out work in a professional manner at all times.
- To work in accordance with the aims, values and principles of the City Council.
- Undertake any other duties that may be required which are commensurate with the role as directed by the City Council.

Skills and Abilities

- Strong communication and inter-personal skills across all levels. Experience of working in a public facing role such as retail sales, hospitality, social services etc. would be an advantage.
- Ability to be clear and explicit about professional boundaries.
- Proven organisational skills.
- Ability to work on one's own initiative.
- Ability to establish and utilise effective internal and external networks for the benefit of the community. Ability to be proactive, flexible and adapt.
- Ability to work well in a team and foster team spirit.
- Ability to act calmly in difficult circumstances and respond in a professional manner if presented with a challenging or stressful situation.
- Ability to work within organisational structures, policies and procedures.
- Must be prompt and punctual. Ability to work outdoors in all seasons.
- Positive attitude. Enthusiastic and committed to providing a high standard of service to the community. A team player committed to working in an inclusive and consultative manner.
- Person centred, approachable and flexible, with a strong commitment to achieving success
- Commitment to working within an environment which promotes Equal Status principles for all and has a regard for the health and safety of others.
- Open to feedback from the stakeholders within the designated area.
- Ability to give and receive feedback with colleagues and the Cork City Council.

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.

QUALIFICATIONS FOR THE POST

1. **Character**

Each candidate must be of good character.

2. **Health**

Each candidate must be in a state of health such as would enable him/her to give regular and efficient service.

3. **Education, Training, Experience, Etc.**

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

- (a) Have a standard of education such as will enable the applicant to satisfactorily perform the duties of the position.
- (b) Have proven experience and be able to demonstrate an awareness/understanding of the role and function of a Cork City Warden.
- (c) Have a reasonable knowledge and awareness of Health and Safety Legislation and Regulations.

Desirable Skills and Abilities

It is desirable that candidates should be able to demonstrate a strong ability in the following areas:

- Delivering Quality Work and Services, Communicating Effectively, Personal Effectiveness.
- Strong communication and inter-personal skills and the ability to engage with a wide range of people.
- Experience of working in a public facing role such as retail sales, hospitality, social services etc. would be an advantage.
- Proven organisational skills.
- Ability to work on one's own initiative in an independent environment and without constant supervision.
- Ability to establish and utilise effective internal and external networks for the benefit of the community. Ability to be proactive, flexible and adapt.
- Ability to act calmly in difficult circumstances and respond in a professional manner if presented with a challenging or stressful situation.
- Ability to work within organisational structures, policies and procedures.
- Must be prompt and punctual. Ability to work outdoors in all seasons.
- Positive attitude. Enthusiastic and committed to providing a high standard of service to the community.
- Person centred, approachable and flexible, with a strong commitment to achieving success
- Commitment to working within an environment which promotes equal status principles for all and has a regard for the health and safety of others.
- Open to feedback from the stakeholders within the designated area.
- Ability to give and receive feedback.
- Have a capability or aptitude for computer-based systems (e.g., email, word processing, spreadsheets and other systems) and other new technologies or, it not to be willing to undertake any necessary training or up-skilling required.

Competency Framework

Candidates are expected to be able to demonstrate in their application and at interview that they possess these competencies through the experience and skills they have gained to date.

Delivering Quality Work and Services

Implements high standards of service delivery. Abides by the laws, regulations and policies and procedures affecting your employment and the discharge of your duties.

- Undertakes training as required to continuously improve quality work output.
- Makes best use of time to complete allocated tasks.
- Participates actively in the development of team pride in providing an excellent service.
- Ability to plan, organise and schedule work/tasks to ensure they are completed on time and to specification.
- Ability to work on own initiative and unsupervised and maintain a positive, constructive, and enthusiastic attitude to their role.
- Makes timely and reasoned decisions or recommendations, within their area of operation, in a consistent, fair, and transparent manner.
- Is responsible for the proper use, care, custody and maintenance of all Council equipment, plant, supplies and materials.

Communicating Effectively

**Recognises the value of and requirement to communicate effectively.
Has effective verbal and written communication skills. Has good interpersonal skills.**

- Good communicator with the ability to develop and maintain good working relationships.
- Ability to give and receive information accurately and clearly and ability to take instruction.
- Demonstrates good written and verbal skills when required and has good interpersonal skills.
- Strong ability to deal with the public.
- Identifies and manages conflict and potential sources of conflict.

Personal Effectiveness

Adopts a positive attitude to work; is enthusiastic and open to taking on new challenges or responsibilities.

- Be open to taking on new challenges or responsibilities.
- Bring enthusiasm and commitment to their role.
- Manage time and workload effectively.
- Demonstrate good judgement and problem-solving skills.
- Demonstrate ability to work under pressure.
- Have a strong team ethic of co-operation and mutual support.
- Operate as a team leader.

Remuneration

Remuneration for the position of City Centre Warden (2 Year Specific Purpose Contract) is –

€795.68 - €799.52 (weekly)

Applicants should note that entry point to the salary scale will be determined in accordance with circulars issued by the Department of Housing, Planning, & Local Government. The rate of remuneration may be adjusted from time to time in line with Government pay policy.

In accordance with Departmental Circular Letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale at the minimum point.

Hours of Duty

The successful candidate will be required to work 39 hours per week. Part-Time candidate will be required to work 19.5 hours per week. Staff will be based in Cork City Centre. The working week will run from Monday to Sunday, with operating hours between 10:00 and 22:00. Shifts will be scheduled within this timeframe (i.e., shifts will not run continuously from 10:00 to 22:00). Work hours will be assigned in predefined blocks—39 hours for full-time staff and 19.5 hours for part-time staff—distributed across the available shifts.

The Successful candidate will be required to work the hours as outlined below:

Hours of Work

Your standard working week is 39 hours as follows:

Beat 1: Monday to Friday

Monday & Tuesday 10:00 to 17:00 (1 hour for lunch)
Wednesday to Friday 10:00 to 20:00 (1 hour for lunch)

Beat 2: Wednesday to Sunday

Wednesday to Saturday 14:00 to 22:00 (1 hour for lunch)
Sunday 12:00 – 18:15 (¾ hour for lunch)

You may be required for significant public events e.g. St. Patrick's Day, The Jazz Festival, Cork Choral Festival, Corkmas, etc. This role will thus require working during some public holidays. Flexibility to work on these days is essential. The hours of work may be adjusted from time to time in line with Government policy.

Holders of the post may be called for duty at any time in accordance with arrangements made by local authorities. The Council reserves the right to alter hours of work from time to time.

Uniform

The person appointed will be required to wear a uniform (which will be supplied by Cork City Council) at all times when on duty, unless otherwise authorised by Cork City Council.

Garda Vetting

This post may come within the scope of the Local Authorities Garda Vetting Scheme. Please consult our Candidate Information Booklet where further information on Garda Vetting can be found.

Candidates are advised to view our [Candidate Information Booklet](#) where they will find further information on the Format of the Competition, our Principal Conditions of Service and General Data Protection Regulation.

The deadline for receipt of applications is 4pm on Friday, 30th May 2025

Guidelines for completing and submitting application forms are available on our website and can be accessed here: [Candidate Information - Cork City Council](#)

We are an equal opportunity employer and through our recruitment process, we welcome and encourage applications from interested and suitably qualified individuals regardless of gender, age, racial or ethnic origin, membership of the traveller community, religion or beliefs, family or civil status, sexual orientation/gender identity or disability.