

Role Profile and Specification - Anti-Social Behaviour Officer

Service Area	Housing
Role Title	Anti-Social Behaviour Officer
Location	Oxted/Agile
Reports to	Landlord Services Manager
Salary/Grade	M2
Duration/Hours	37 hours per week/ Permanent

Service Area Purpose

To provide an effective and proactive Anti-Social Behaviour management service, ensuring outstanding customer service and service delivery standards are achieved and providing a critical source of support for local people seeking help with their housing and wider community needs.

Job Purpose

- To act as the Anti-social Behaviour (ASB) Officer for the Council, assisting with the development of policies, processes, and procedures, in conjunction with the relevant Heads of Service, to ensure that the Council is meeting its obligations under Section 17 of the Crime and Disorder Act 1998, The ASB Crime and Policing Act 2014 and ASB element of the Social Housing White Paper.
- To support residents experiencing ASB, to provide early intervention, enforcement, and prevention work to reduce ASB in the community and to provide specialist support to the Tenancy Management Officers, Head of Communities and Head of Environment in delivering anti-social behaviour strategies in conjunction with the Tandridge Community Safety Partnership.
- To provide a flexible and supportive service to complainants, victims, and witnesses of anti-social behaviour and to effectively and pro-actively deal with the perpetrators.
- Use own discretion to ensure that all residents receive bespoke services which will support the increase of residents' satisfaction.

Key Objectives

Working with customers	Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes.
-------------------------------	--

	Develop digital and self-service channels and implement customer enabling and prevention opportunities.
Working towards the Corporate Plan	Contribute to Corporate Plan development and the development of associated plans and policies. Deliver agreed objectives and services associated with the Corporate Plan.
Using systems effectively	Skills in IT systems and proficient in the use of other customer service IT systems.

Specific Responsibilities

- To coordinate the development, implementation and delivery of a corporate Anti-social Behaviour Policy, processes, and procedures, including enforcement processes in line with best practice to enable Council services to effectively manage ASB.
- To provide up-to-date advice, assistance, coaching and training on anti-social behaviour legislation, strategies and operational procedures to Members, customers, Tenants & Residents Associations, community groups, practitioners (external and internal) and external professional and voluntary agencies and team members.
- Work alongside the Tenancy Management Officers with a responsibility for ASB to support the management of complex housing ASB casework.
- Work alongside the Community Safety and Partnerships Specialist, other Council Officers, and the Council's partner agencies to assist the multi-agency problem solving groups to support victims and tackle problem individuals Community Harm and Risk Management Meeting (CHaRMM) and problem locations Joint Action Group (JAG).
- In conjunction with the Legal department and relevant Head of Service, lead on the consultation and implementation of any agreed Public Spaces Protection Orders for the Council.
- To performance monitor and quality check anti-social behaviour cases across all Council services to ensure a consistent approach to the management of ASB.
- Responsible for collating and analysing data on ASB in Tandridge, providing regular reports on key and emerging areas and issues with potential solutions on how to address and reduce the ASB.
- Work with Tandridge's Neighbourhood Police Team and residents to reduce hot spots of ASB and effectively utilise all tools available to maximise opportunities for early intervention in hotspot areas.
- Develop and maintain a good understanding of relevant legislation and where appropriate produce summary reports to inform the Council and partners within the Tandridge Community Safety Partnership.
- To support the Community Safety and Partnerships Specialist in the event of a request for an ASB case review.

- Handle and protect confidential and sensitive data with integrity and comply with the Data Protection Act and policies at all times.
- Comply with all Health and Safety legislation for the post holder's area of work, ensuring that risks are identified, managed, and monitored as required.
- To take a proactive and leading role in case managing wide ranging ASB issues including but not limited to; neighbour disputes, serious anti-social behaviour, nuisance in the community, safeguarding, domestic abuse, and tenancy fraud/ misuse cases.
- To maintain accurate and excellent quality information when case building to ensure timely and appropriate legal action can be taken where necessary, this will include but not limited to; evidence logging, incident chronologies, event schedules, taking witness statements and impact statements, covering all aspects in the recovery of possession.
- To represent Tandridge District Council at case conferences, Court, tribunals, and other forums.
- To signpost and support residents who have suffered domestic abuse, working proactively with other agencies to advise and protect victims.
- To work closely with Resident Engagement Officer to assist with the development and sustainability of effective resident involvement with local groups and residents – this might include attending tenant and resident association meetings, fun days, events etc.
- To carry out any other duties within the scope, spirit and purpose of the job as requested by management as duties and responsibilities change.

Person specification

Qualifications / Education

Essential	Desirable
• GCSE English and Maths; or comparable/equivalent qualifications or experience.	• Educated to degree level; or comparable/equivalent qualifications or experience. • Evidence of continuous professional development.

Experience

Essential	Desirable
• An extensive knowledge of current criminal and civil legislation and contracts relevant to dealing with anti-social behaviour in all tenure types and to providing a practical interpretation of this. • An extensive knowledge of 'good practice' in relation to anti-social	• Delivering continuous improvement in wider Council services. • Track record of successful budget management. • Experience of setting and monitoring performance targets and using statistical information to implement change.

behaviour strategies and operational procedures. • An understanding of the issues involved in dealing with Hate crimes and Domestic Abuse and the promotion of Equal Opportunities - Managing Diversity. • Knowledge of issues relating to the use of surveillance equipment and the sharing of electronic and manual data between agencies/partners. • Experience of dealing with sensitive casework using a victim-centred Approach. • Experience of liaising and developing strategies and casework. management with the police and other statutory agencies, for acting against perpetrators of anti-social behaviour. • Delivered excellent frontline services in a highly pressurised environment. • Meets deadlines in a fast-paced, high-pressure environment. • Worked in a role with a similar level of responsibility working through issues to resolution.	
---	--

Key Skills and Knowledge

Essential
• Ability to use own initiative and judgement, to protect victims and progress action against perpetrators, having due regard to the schemes of delegation. • Ability to problem solve, fully utilising the benefits of multi-agency inputs, to effectively case manage. • A commitment to improving performance. • Engages in straight-talking – is clear and constructive. • Facilitates meetings, groups, and forums. • Use of information and communication technologies proficiently • Uses written and oral skills appropriately – to influence, negotiate and persuade. • Maintains appropriate systems and procedures. • Deals with a range of tenures. • Presents information accurately and in an appropriate format to a variety of audiences. • Works in a multi-agency/discipline environment. • Works in and with diverse communities. • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity. • Able to commute throughout the district by own means. • Ability to visit residents and locations across Tandridge.