GRAVESHAM BOROUGH COUNCIL

|  |  |
| --- | --- |
| **Division:** | Housing Directorate |
|  |  |
| **Department:** | Housing Services |
|  |  |
| **Section:** | Neighbourhood Services |
|  |  |
| **Post Title:** | Neighbourhood Officer – Anti-Social Behaviour |
|  |  |
| **Grade:** | Scale 5 / 6 / SO1. Qualification bar at top of scale 6. |
|  |  |
| **Responsible to:** | Housing Neighbourhood Team Leader. |

**1. Job Summary**

1.1 Putting our residents at the heart of everything we do, you will be responsible for managing our homes and estates in accordance with current legislation, tenancy obligations and policies and procedures to ensure our homes and estates provide a safe, pleasant, and welcoming environment for all.

1.2 Reporting on an operational basis to managers within Neighbourhood Services teams, you will provide expert advice and assistance to Neighbourhood Services staff and front line/senior managers in dealing with problems of anti-social behaviour.

1.3 You will be expected to evidence expertise within the field of anti-social behaviour including complex matters such as (e.g. racial harassment, drug abuse, prostitution, etc). You should also be able to demonstrate a working knowledge of generic Housing Management processes and relevant housing and antisocial behaviour legislation

**2. Job content**

2.1 The ASB Neighbourhood Officer will provide advice and support to neighbourhood and other teams on dealing with anti-social behaviour as required.

2.2 To work closely with neighbourhood and other teams to ensure that cases of anti-social behaviour are recorded and investigated and that effective, appropriate action is taken, including supporting the Neighbourhood Services team in taking legal action and advising on evidence requirements.

2.3 To investigate incidents of anti-social behaviour and monitor and review the progress of complex cases and ensure that appropriate referrals are made to relevant groups

2.4 Work closely with Legal Services to ensure the prompt and effective preparation of case for Court.

2.5 Witness support – offering advice, support and encouragement to witnesses of anti-social behaviour and to assist them to be able to provide evidence at Court.

2.6 To Act as a professional witness and attend Court as required.

2.7 To contribute towards the development of strategies for dealing with anti-social behaviour.

2.8 To maintain excellent relationships with the Council’s CSU Teams.

2.9 To draft Notices and ensure they are served within required timescales.

2.10 To draft and serve Acceptable Behaviour Agreements/Contracts and review/ update ASB templates/letters/policies and procedures as necessary.

2.11 Contribute towards collecting of statistical information for monitoring purposes.

2.12 Maintain knowledge and skills in the legislation and best practice with regard to tackling anti-social behaviour and in particular the Anti-Social Behaviour Crime and Policing Act 2014 and all other relevant and forthcoming legislation.

2.13 This role will require flexibility to ensure that victims of Anti-Social Behaviour are appropriately supported and there may be requirements on occasion to work outside of usual business hours.

2.14 A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.

2.15 The post-holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974 and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

2.16 As directed by the Neighbourhood Housing Manager, to develop specialist skills and experience in dealing with specific areas of anti-social behaviour (e.g. racial harassment, drug abuse, prostitution, etc).

|  |  |
| --- | --- |
| **POST:** ASB Neighbourhood Officer | POST No. |

|  |  |  |  |
| --- | --- | --- | --- |
| CHARACTERISTIC | | SPECIFICATION | |
|  | ESSENTIAL | | DESIRABLE |
| **SKILLS/ABILITIES**  (Specific skills and abilities required to undertake the duties) | Good communication skills  Ability to write clear, well argued and concise letters and reports.  Ability to build and sustain professional relationships with a wide range of people including customers, members and staff.  Ability to manage and prioritise a varied workload.  Problem solving skills  Ability to undertake investigations into complex issues and develop file of evidence for use in Court. | |  |
| **KNOWLEDGE**  (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations) | An understanding of the legislation available for tackling anti-social behaviour  Working knowledge of housing management processes and legislation.  IT literate with an understanding of the potential of new technology in delivering an effective anti-social behaviour service. | |  |
| **QUALIFICATION TRAINING**  (Educational/vocational qualifications and other training)  **Verification will be required** |  | | Qualification equivalent to CIH Qualification Framework at level 4. (or NQF Equivalent) In a Housing related subject.  Degree and/or HNC preferably in Housing |
| **EXPERIENCE**  (Level and type of previous experience) | Experience of court proceedings and working with witnesses | |  |
| **QUALITIES**  (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work co-operatively in a team) | Good team player  Ability to work under pressure | |  |
| **SPECIAL CONDITIONS**  (e.g. willingness to work unsocial hours or wear a uniform) | To have daily access to a vehicle | | Able to work unsociable hours when required |