

Northumberland County Council

**JOB DESCRIPTION**

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| <b>Post Title:</b> Anti-Social Behaviour Officer  | <b>Director/Service/Sector:</b> Housing Services |  | <b>Office Use</b>         |
| <b>Band:</b> 7  | <b>Workplace:</b> Area or Centre Office          |  | JE ref: 3084<br>HRMS ref: |
| <b>Responsible to:</b> Area Housing Manager   | <b>Date:</b>                                     | <b>Manager Level:</b>  |                           |
| <b>Job Purpose:</b> To operate over a specific technical area of work activities and deal with the requests for service arising in that field. To be responsible for the day to day work activities of that section and ensure necessary actions are taken to achieve the objectives of the area team and service. To assist in the delivery of the strategic objectives of Safer Northumberland and the Council's obligations in relation to Section 17 of the Crime and Disorder Act 1998, Clean Neighbourhoods & Environment Act 2005 & Environmental Protection Act 1990.   |  |  |                           |
| <b>Resources</b>  | Staff  | Some supervisory responsibility for Housing Officers, technical or support staff member providing area wide services in ASB. Frequently.                             |                           |
|   | Finance  | Prepare funding applications, project management & evaluate output/value.  |                           |
|   | Physical   | Technical equipment associated with work area. Maintain premises databases, records and reports for work area.   |                           |
|   | Clients  | The public, businesses, industry, elected members, local and national government bodies, professional Institutions and support organisations, Parish & Town Councils |                           |
| <b>Duties and key result areas:</b>   |  |  |                           |
| <ol style="list-style-type: none"> <li>1. Investigate cases of anti-social behaviour, across all property tenures and in public open spaces and work in partnership to resolve them – home and site visits when required.</li> <li>2. Manage a day-to-day caseload, including gathering evidence, undertaking surveillance and the installation and monitoring of surveillance equipment in accordance with RIPA. Coordinate and/or participate in operations with the Police and other partners (including out of hours).</li> <li>3. Interview all relevant parties involved in cases keeping details notes and records of all visits and meetings. Maintain accurate records of all aspects of a case, utilising computerised and manual systems, as appropriate.</li> <li>4. Take action to enforce tenancy conditions and to deal with acts of anti-social behaviour related to other property tenures. Provide and take witness statements and prepare case files for civil proceedings and provide intensive support for victims and witnesses. Attend Court on behalf of the Council, to provide evidence and ensure all follow-up actions are completed.</li> <li>5. Develop and deliver proactive ways of tackling anti-social behaviour, including educational and diversionary activities.</li> <li>6. Develop and implement sustainable problem solving solutions.</li> <li>7. Prepare, deliver and manage Acceptable Behaviour Agreements (ABA)</li> <li>8. Delegated officer(s) to offer expert advice and liaise with legal in the absence of the Area Housing Manager</li> <li>9. To identify, and maximise relevant funding opportunities for tackling crime and disorder and evaluate output/effectiveness.</li> <li>10. Develop and deliver training to partners regarding the multi agency approach to problem solving.</li> <li>11. Build relationships within communities to try to tackle the individual problems, creating safer and more cohesive communities enabling them to be more resilient to crime and anti-social behaviour.</li> <li>12. Liaise with LMAP Officers and DAAT Developments Officers to co-ordinate the delivery of the strategic objectives of Safer Northumberland and the Council's obligations in relation to Section 17 of the Crime and Disorder Act 1998.</li> </ol> |  |  |                           |

13. Representing the Council, coordinate and attend meetings to whilst maintaining good working relationships with partners, communities and residents groups.
14. Ensure that HFNs policies and procedures are adhered to and develop new procedures to improve service delivery.
15. Maintain up-to-date knowledge and understanding of key legislation affecting tenancy management, anti-social behaviour and crime and disorder.
16. To recommend appropriate enforcement actions to Area Housing Manager in accordance with HFN ASB Policy and to assist in the maintenance, collation and delivery of records for court / inquiries / inquest.
17. To participate as necessary in emergency actions / response in technical areas outside the normal work area.
18. Serve Notices, injunctions or any other order obtained at court on perpetrators of ASB
19. Carry out target hardening assessment as requested for all referrals of vulnerable tenants and victims of DV and crime and arrange for the appropriate work to be carried out as per the sanctuary scheme.
20. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

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| Transport requirements: | Full driving license required. Travel within and outside of the Area Committee and County area.                                    |
| Working patterns:       | Flexible hours to ensure duties are fulfilled, including (occasional) evening, night and weekends and Bank Holidays. Lone working. |
| Working conditions:     | Office, outside, business & private residences.  |

Northumberland County Council  
**PERSON SPECIFICATION**

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| <b>Post Title:</b> Anti-Social Behaviour Officer   | <b>Director/Service/Sector:</b>  | Ref: 3084   |
| <b>Essential</b>   | <b>Desirable</b>   | <b>Assess by</b>  |
| <b>Knowledge and Qualifications</b>  |  |   |
| <p>Thorough knowledge and understanding of relevant service legislation, guidance, policies and best practice relating to housing management, anti-social behaviour, crime and disorder legislation.</p> <p>Knowledge &amp; understanding of investigatory techniques &amp; relevant legislation/guidance including RIPA &amp; PACE.</p> <p>Knowledge &amp; understanding of criminal &amp; civil court procedures.</p> <p>Good overall standard of education.</p>   | <p>Thorough knowledge &amp; understanding of criminal &amp; civil court procedures.</p> <p>Knowledge &amp; understanding of criminal law offences, charging and sentencing procedures.</p> <p>Knowledge of environmental health legislation pertaining to noise &amp; nuisance control.</p>  | <p>A &amp; I</p> <p>A &amp; I</p> <p>A &amp; I</p>  |
| <b>Experience</b>  |  |   |
| <p>Considerable recent and relevant experience related to the post</p> <p>Experience of working with equipment, tools relevant to the technical area</p> <p>Experience of working with other professional and technical officers or support staff</p> <p>Experience of managing, investigating and resolving anti-social behaviour and crime and disorder issues within a local authority or similar environment.</p> <p>Experience of working with both external and internal partners to deliver statutory service</p>   | <p>Experience of preparing case files and attending Court on behalf of a local authority in relation to breaches of tenancy, anti-social behaviour orders or injunctions.</p> <p>Experience of counselling/mediation and conflict resolution.</p> <p>Experience across other functions of the Public Protection Service such as noise &amp; nuisance control.</p>  | <p>A &amp; I</p> <p>A &amp; I</p>   |
| <b>Skills and competencies</b>   |  |   |
| <p>Possess a good standard of literacy and comprehension and be able to draft clear reports and letters on complex issues.</p> <p>Have effective oral communication skills, being capable of conveying complex information clearly to individuals groups.</p> <p>The ability to think in a logical and structured manner, to prioritise workload and meet deadlines, work unsupervised and on own initiative.</p> <p>The ability to make effective use of information technology software including word processing, spreadsheets and databases.</p> <p>Ability to use relevant technical equipment (for example CCTV)</p> | <p>Developed skills; investigative, analytical, interpretive, communicative, educative, organisational and attitudinal skills.</p> <p>Applied use of communication skills using different media (presentations, written or oral) to a range of audiences (for example members of the public, businesses, elected representatives, professional bodies).</p> <p>Applied use of keyboard and IT skills.</p> <p>CLAIT</p> <p>European Computer Driving Licence (ECDL)</p> <p>Ability to use noise monitoring units.</p> | <p>A, I &amp; R</p> <p>A &amp; I</p> <p>A &amp; I</p> <p>A &amp; I</p> <p>A, I &amp; R</p> <p>A &amp; I</p> |

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| <p>The ability to respond appropriately to the public, elected representatives and other customers in a helpful and positive way, even in respect of sensitive issues.</p> <p>Effective negotiating, conflict management, mediation and project management skills.</p> <p>A clear knowledge of equality and diversity legislation and the ability to apply them when delivering the service.</p> <p>The ability to work part of a team or lone working</p> <p>Ability to communicate effectively with a wide range of audiences within the workplace and the professional work area.</p>   |  | A & I                             |
| <b>Physical, mental and emotional demands</b>  |  |                                   |
| <p>Prolonged sitting for example at a desk, using a PC or driving.</p> <p>Standing and walking generally and in the course of visits.</p> <p>Lifting and carrying equipment for example briefcase and technical equipment.</p> <p>Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work.</p> <p>Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers.</p> <p>Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others.</p> <p>Emotional demands in occasionally dealing with individuals in connection with casework who do not exhibit normal rational behaviour or have personal problems which result in a 'request for service' and are unpredictable, unwillingness to accept alternative points of view or comprehend the implications of their actions.</p> <p>Emotional demands in occasionally dealing with members of the public or others who are angry following officer action or notification of intention to take formal action.</p> <p>Emotional demands frequently in making decisions in meetings with children and adult services about the future care or placement of children and adults.</p> |  | <p>A &amp; I</p> <p>A &amp; I</p> |
| <b>Other</b>   |  |                                   |

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| Full driving licence<br>Able to undertake evening/night, early morning and/or weekend work occasionally at short notice. |  |  |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits