

Job Description

Community Safety Officer (Safer Communities Officer)

Reference: CS021

Date: July 2026

Job Family:	Community Services/ Wellbeing and Community Safety
Level:	2
Band:	7
Career Track:	Professional / Technical / Supervisory

Job Purpose

The postholder delivers effective responses to anti-social behaviour (ASB) and community safety concerns across all tenures and public spaces. They undertake and manage pro-active work, manage a varied caseload, investigate complaints, gather and evaluate evidence, and apply relevant legislation, tools and powers to resolve issues. The role develops problem-solving approaches, supports victims and witnesses, and works closely with partners to reduce harm and strengthen community resilience. The postholder contributes to the delivery of Safer Northumberland priorities and ensures the Council meets its statutory duties under crime, disorder and environmental legislation.

Duties and Responsibilities

Service Delivery & Operational Tasks

- Investigate and manage cases of anti-social behaviour across all property tenures and public spaces, including home and site visits where required.
- Manage a day-to-day caseload, gathering evidence, undertaking surveillance and using monitoring equipment in accordance with legislation and service procedures.
- Interview relevant parties, maintain accurate case records, and provide appropriate support to victims and witnesses throughout investigations.

Compliance, Governance & Risk

- Take action to enforce tenancy conditions and address anti-social behaviour across different tenures, preparing case files and witness statements for legal proceedings.

- Recommend appropriate enforcement actions in line with the Council's Enforcement Policy and attend court or formal proceedings on behalf of the Council.
- Ensure compliance with relevant legislation, policies and procedures, including RIPA, PACE and crime and disorder legislation.

Strategic Input & Service Improvement

- Develop and deliver proactive approaches to tackling anti-social behaviour, including preventative, educational and diversionary activities.
- Contribute to the delivery of Safer Northumberland priorities and the Council's statutory duties under Section 17 of the Crime and Disorder Act.

Project & Programme Delivery

- Identify, secure and manage relevant funding opportunities for community safety initiatives, evaluating outcomes and effectiveness.
- Participate in emergency or reactive responses where required, including out-of-hours operations.

External Representation & Partnership Working

- Represent the Council at meetings and operations with partners, including the Police and other agencies, maintaining effective working relationships with communities and stakeholders.

Person Specification

Professional and Technical Requirements

Qualifications

- Good overall standard of education, with the ability to understand and apply legislation, guidance and procedures.

Knowledge, Skills and Experience

- Thorough knowledge of legislation, policies and best practice relating to anti-social behaviour, crime and disorder, and housing or tenancy management.
- Knowledge of investigatory techniques and relevant legislation, including RIPA and PACE.
- Knowledge of criminal and civil court procedures, including evidence requirements and enforcement processes.

- Considerable recent and relevant experience in a role involving anti-social behaviour, crime and disorder or a closely related regulatory field.
- Experience of managing investigations, including evidence gathering, surveillance activity and case preparation.
- Ability to maintain accurate records and case documentation, including reports and formal records, in line with service standards.
- IT competence, including use of databases, case management systems and relevant technical equipment (e.g. surveillance or monitoring tools).
- Knowledge of equality and diversity legislation and its application within service delivery.
- Physical capability to undertake the demands of the role, including lone working, site visits, carrying equipment and working in varied environments.
- A full UK driving licence

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Problem Solver** – Enjoys analysing ASB issues, identifying causes and developing proportionate solutions.
- **Initiator** – Takes ownership of cases, progressing actions proactively and driving timely resolutions.
- **Courageous** – Able to engage confidently in challenging situations, including enforcement and court processes.

- **Relationship Builder** – Builds trust with residents, partners and communities to support sustainable outcomes.
- **Detail-Focused** – Maintains accurate records, evidential standards and compliance with legal processes.

Desirable

- Experience of mediation, conflict resolution or restorative approaches in community settings.
- Experience across related Public Protection functions such as noise or nuisance investigations.
- Knowledge of criminal law offences, charging processes, sentencing frameworks and experience of preparing case files for formal action, including civil proceedings and court processes.

SAFER RECRUITMENT STATEMENTS

- **Safeguarding:**

The postholder is expected to promote and safeguard the welfare of children, young people and Adults at Risk in line with the Council's safeguarding policies.

- **Extent of Contact:**

The role involves occasional contact with vulnerable individuals during investigations and community engagement.

- **DBS Requirement:**

This post requires the successful applicant to undergo an Enhanced DBS check.