

Northumberland County Council
JOB DESCRIPTION [PROPOSED]

Post Title:	Senior Community Safety Officer	Director/Service/Sector Regeneration & Economy, Housing and Public Protection /Public Protection		Office Use
Band:	9	Workplace: Area or Centre Office		JE ref: 3828 HRMS ref:
Responsible to:	Community & Environmental Health Manager	Date:	Manager Level: First Level Manager	
Job Purpose: To manage, lead and develop an area based team dealing with crime, disorder, anti-social behaviour and harm reduction. To work in partnership to deliver the objectives of partnership plans and key priorities.				
Resources	Staff	4.45		
	Finance	External funding streams where identified up to £60 000		
	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		
Duties and key result areas: <ul style="list-style-type: none">• To co-ordinate and develop an effective and efficient team delivering services across the County.• To lead and develop staff to ensure effective performance and to promote a culture of continuous improvement.• To manage the day to day caseload capacity of the Community Safety Team• To provide advice and support to staff within the unit in the handling of more complex cases.• To prepare, develop and performance manage service plans for the Community Safety Team• To develop, implement and monitor ASB related Public Space Protection Orders.• To act as the PREVENT Co-ordinator.• To ensure appropriate secretariat support is provided to Domestic Homicide Reviews.• To prepare and co-ordinate bids for appropriate funding up to £60 000.• To manage the deployable CCTV cameras, appropriately vetting applications from partners.• Responsibility for the effective management and monitoring of multi-agency meetings.• To identify cases where enforcement action is appropriate and manage, co-ordinate and liaise with Legal Services to ensure such action is taken and followed up.• To co-ordinate and implement initiatives to raise awareness and engage local communities in the identification of priorities.• To co-ordinate the development and production of educational events/materials aimed at reducing and preventing crime, anti-social behaviour, and fear of crime, substance misuse and the promotion of community safety.• Lead on the development and implementation of policies, procedures and strategies and to ensure their successful delivery at local and county level.• To ensure Community Engagement is undertaken, especially with hard to reach groups and vulnerable persons when developing community safety initiatives• Represent the Safer Northumberland Partnership and the Community Safety Team at meetings within Northumberland at a strategic and operational level.• Represent Northumberland County Council at a regional and national level as required.• To develop and support a structured partnership approach to problem solving in respect of crime and disorder to maximise value for money by partners• To actively take a regional approach with other local authorities to develop services to provide more effective and economical provision.• To chair meetings as appropriate to the role.				

- To deputise for the Community and Environmental Health Manager as required.
- To prepare media releases and when required front interviews with the media on behalf of the Safer Northumberland Partnership.

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

Transport requirements:	There is a need to visit the public and partners throughout the county.
Working patterns:	Generally, the hours will be normal business hours but there will be a need to attend evening meetings and out of hours operations.
Working conditions:	This will mainly be an office-based post

Northumberland County Council
PERSON SPECIFICATION

Post Title: Senior Community Safety Officer		Director/Service/Sector: Regeneration & Economy, Housing and Public Protection /Public Protection		Ref:3828
Essential		Desirable		Assess by
Knowledge and Qualifications				
<p>Degree or relevant professional or vocational qualification</p> <p>Thorough understanding of crime and disorder legislative requirements and the policy framework within which CSPs operate.</p> <p>Thorough understanding of Social Policy and wider community cohesion issues</p> <p>Significant post-graduation, professional, work experience.</p> <p>Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues.</p> <p>Evidence of continual professional development in a related area</p> <p>Very good levels of literacy and numeracy.</p>		<p>Training qualification</p> <p>Management qualification</p>		a,i,o
Experience				
<p>Extensive experience of working within a community safety environment</p> <p>Extensive experience of staff management and experience of budget management</p> <p>Extensive experience of working with a diverse range of community and statutory agencies and groups</p> <p>Experience of commissioning process and policy and research work</p> <p>Experience of turning policy into effective, practical solutions</p> <p>Extensive experience of managing, interpreting and presenting complex, emotionally demanding information relating to topics including abuse, neglect, domestic violence etc. to a wide variety of audiences including on-specialists.</p> <p>Understanding and experience of problem-solving principles and procedures including ability to analyse and interpret complex data and information and ability to work across complex range of internal and external service provision, for example, Adults and Children's Services, Safeguarding, Police, Housing Providers, Home Office and Mental Health Trusts</p>		<p>Delivering presentation</p> <p>Delivering training</p> <p>Chairing meetings</p> <p>Media skills</p> <p>Experience of setting up monitoring and evaluation systems to demonstrate the effectiveness of initiatives</p>		a,i,r
Skills and competencies				

<p>Ability to manage staff and produce effective results including complex case supervision, 1-2-1s and annual appraisals.</p> <p>Detailed understanding and ability to respond to highly complex and competing customers' needs and expectations frequently cutting across internal and external service provision.</p> <p>Highly developed Project Management skills including, budgeting skills, project initiation and design and performance evaluation.</p> <p>Well develop ability to effectively problem solve including ability to analyse and interpret complex data and information and ability to work across complex range of internal and external service providers, for example, Adults and Children's Services, Safeguarding, Police, Housing Providers, Home Office and Mental Health Trusts</p> <p>Highly developed ability to negotiate, influence and work collaboratively with partner agencies often in complex, sensitive, emotionally demanding cases with a broad range of agencies often with divergent agendas.</p> <p>Well developed; investigative, analytical, interpretive, communicative, educative, organisational and attitudinal skills.</p> <p>Well-developed ability to communicate effectively with a wide range of audiences within the workplace and the professional work area.</p> <p>Good Keyboard & IT skills and competencies appropriate to the work area (for example for writing reports, letters, compiling records, statistics, work plans, tables, spreadsheets and databases and use of the service's computer management system)</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>		a,i,r,p,o
Physical, mental and emotional demands		
<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 CCTV equipment.</p> <p>Frequent visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings & training.</p> <p>Audible assessment of noise.</p>		a,i,o

<p>Visual attention and mental concentration for prolonged 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>Physical ability to withstand working in locations with strong obnoxious odours and repugnant or offensive environments.</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, for example, committee reports, the need to respond to an urgent and serious problems, such as safeguarding or domestic violence.</p> <p>Emotional demands in regularly dealing with individuals in connection with Community Safety matters 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 regularly dealing with severe safeguarding issues, domestic violence, animal cruelty, individuals living in squalid conditions, individuals being exploited and those at risk of radicalisation.</p> <p>Emotional demands in regularly dealing with, members of the public or others who are angry following enforcement action, notification of intention to prosecute or to close premises.</p> <p>Emotional demands in occasionally dealing with victims of 'hate crime', domestic violence or severe anti-social behaviour or with persons making an official complaint about a Council service or the conduct of staff who may be angry, distressed or disturbed.</p> <p>Ability to deal with conflicting demands and changing priorities</p> <p>Ability to deal with difficult customers on a regular basis</p> <p>Ability to deal with victims of serious crime or abuse for example, racial harassment or domestic violence who maybe traumatised by their experience.</p> <p>There will be some requirement to attend evening meetings and to work outside of normal office hours</p>		
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Flexibility		
Other		
Full driving licence		a,i,
Understand the need for confidentiality and the importance of control of sensitive information		
Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.		

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

National Qualification Framework

The three regulatory authorities have updated the National Qualifications Framework for England, Wales and Northern Ireland as part of a review of regulatory arrangements. (The three regulatory authorities are QCA, ACCAC and CCEA).

The NQF is designed to help with career progression and act as a guide to learners to make informed decisions about their training needs.

It aims to:

- promote access, motivation and achievement in education and training, strengthening international competitiveness
- promote lifelong learning by helping people to understand clear progression routes
- avoid duplication and overlap of qualifications while making sure all learning needs are covered
- promote public and professional confidence in the integrity and relevance of national awards.

The following table provides an indication of the new frameworks.

National Qualifications Framework	Framework for Higher Education Qualification levels (FHEQ)
8 Specialist awards	D (doctoral) doctorates
7 Level 7 Diploma Professional qualifications	M (masters) masters degrees, postgraduate certificates and diplomas
6 Level 6 Diploma Professional qualifications	H (honours) bachelors degrees, graduate certificates and diplomas
5 Level 5 BTEC HND	I (intermediate) diplomas of higher education and further education, foundation degrees, higher national diplomas
4 Level 4 Certificate	C (certificate) certificates of higher education
3 Level 3 Certificate (OND) Level 3 NVQ A levels	
2 Level 2 Diploma Level 2 NVQ GCSEs Grades A*-C	
1 Level 1 Certificate Level 1 NVQ GCSEs Grades D-G	
Entry Entry Level Certificate in Adult Literacy	

The use of levels in the NQF is to indicate the generally comparable outcome of an award but does not indicate that different awards share purpose, content and outcomes.