### JOB DESCRIPTION

**POST:** Anti-social Behaviour Manager  

**SERVICE:** Housing Management and Community  

**SECTION:** Anti-social Behaviour Team  

**GRADE:** Band  

**RESPONSIBLE TO:** Manager of Housing and Community Services  

**RESPONSIBLE FOR:**
- 1 x Principal ASB Officer  
- 1 X Principal Neighbourhood Nuisance Officer  
- 3 X ASB Officer  
- 3 X Neighbourhood Nuisance Officer  
- 2 X Community Wardens  
- 1 X Assistant Anti-social Behaviour Officer  

All posts currently covered by NJC conditions of service are subject to Single Status and job evaluation reviews.

Please note that this post will require an Enhanced Criminal Records Bureau clearance.

The Council is committed to ensuring that its policies and procedures are consistent with Essex Safeguarding Children Board guidance. This will help to minimise the risks to vulnerable groups, including children and to ensure that the Council safeguards the health and well-being of its Service Users.

### SERVICE INFORMATION

The Anti-social Behaviour Team are responsible for dealing with all reported cases of anti-social behaviour across the Borough including domestic abuse and hate crime, irrespective of tenure. The team work closely with the Tenancy and Estate Management Team in ensuring effective action is taken against Council tenants who breach their tenancy conditions.

The team drive forward solutions for tackling anti-social behaviour and engage with individuals to modify their behaviour within a multi-agency, problem solving context. The team use a range of measures from prevention, diversionary activities, early intervention, enforcement and rehabilitation depending on the seriousness and complexity of the case.

The ASB Service supports the priorities of the Basildon Community Safety Partnership.

The Community Warden Service provides public re-assurance, promotes good citizenship and aims to deter incidents of anti-social behaviour to ensure an improved quality of life for residents and visitors in the Borough.
MAIN PURPOSE
To be responsible for the operational management of the Anti-social Behaviour Team in order to reduce anti-social behaviour in the Basildon Borough.

To act as the Lead Officer for anti-social behaviour in order to deliver the strategic objectives of the Basildon Community Safety Partnership in relation to ASB.

To proactively and efficiently tackle problem areas and individuals by developing partnerships with other services and organisations, maintaining a high level of customer satisfaction.

To ensure there is full compliance with BBC’s tenancy agreement, anti-social behaviour policies and procedures.

MAIN DUTIES AND RESPONSIBILITIES

Operational Management
1. To effectively develop and manage the Anti-social Behaviour Team providing supervisory, professional and technical support.

2. To ensure effective delivery of all aspects of the ASB Service.

3. To work with customers to increase their satisfaction with the ASB services provided.

4. To act as the lead officer for ASB on the Basildon Community Safety Partnership advising and making recommendations to members on policy and legislation relating to ASB.

5. To establish and develop relationships with partners ensuring all agencies contribute to the objectives and priorities relating to ASB and providing support to other agencies in the partnership as necessary including chairing forums for the management of complex cases.

6. To provide a high level enquiry service for residents, Service Managers and elected members of Basildon Council.

7. Develop and implement comprehensive procedures for managing the ASB Service and work with other Service Managers to ensure all staff are fully compliant.

8. Promote positive communication across the organisation, encouraging constructive relationships, including, partner agencies, contractors and BBC.
June 2014

**Strategic Management**

9. Carry out strategic reviews and develop the strategic plans for the ASB Service, addressing both long and short term priorities, in particular, addressing government initiatives and best practice and ensuring that excellent customer service is at the centre of service delivery and future development.

10. To keep up to date with best practice and relevant legislation relating to Community Safety and ASB.

**Performance Management**

11. To provide inspirational and motivational leadership underpinned by a robust and effective performance management ethos.

12. To provide effective leadership and direction to the ASB Team through regular one to ones and performance reviews.

13. To encourage a learning culture and positively manage the learning and development of staff to ensure technical and professional competence is maintained.

14. To ensure that all team members demonstrate the appropriate skills and competencies to ‘get it right first time’ and achieve high levels of customer satisfaction.

15. To ensure the effective management of all budgets in compliance with financial regulations and standing orders, ensuring monitoring and corrective action is taken. Ensure that the service demonstrates value for money and a clear link between financial and service performance.

16. To provide the Management Team and committees with accurate reporting on progress regarding performance and delivery of services against agreed plans and other relevant standards as required.

17. To regularly assess the services against best practice and regulatory requirements taking appropriate actions to achieve excellence.

18. To attend appropriate benchmarking and service improvement events to promote and improve the service.

**Corporate Responsibilities**

19. To positively represent and promote Basildon Council on a local, regional and national basis as required.

20. Contribute to corporate projects and initiatives as required.
June 2014

21. Foster the development of a culture which is customer focused, committed to securing value for money and provision of high quality services.

22. To practise good information security, observing all relevant legislation, policies and procedures.

23. To ensure compliance with the Council’s policies and procedures for safeguarding children and vulnerable adults.

24. Ensure that responsibilities in respect of Health and Safety legislation are fulfilled ensuring adequate controls of health and safety risks arising from work activity of the ASB Team including completion of risk assessments, training of employees and staff consultation.

25. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a “protected characteristic”.

26. Undertake all the duties within the framework of Equal Opportunities.
### PERSON SPECIFICATION

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<th>Position Title:</th>
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<td>Anti-social Behaviour Manager</td>
<td>Housing and Community Services</td>
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<th>Date Prepared:</th>
<th>June 2014</th>
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<tr>
<th>Method of Assessment</th>
<th>AF= Application Form</th>
<th>I= Interview</th>
<th>T= Test</th>
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#### EXPERIENCE

1.1 Demonstrable experience of managing people at a senior management level including knowledge and understanding of staff development.

1.2 Significant knowledge and experience of housing services relating to ASB including ASB legislation, case law and best practice.

1.3 Experience of working with residents to set priorities and deliver a customer focused service.

1.4 Experience of achieving positive results through effective performance management.

1.5 Experience of leading partnership/ multi agency working.

1.6 Ability to manage a demanding and varied workload to prioritise objectives and ensure delivery of key targets.

1.7 Experience of managing budgets effectively.
### SPECIAL ABILITIES/COMPETENCES

| 2.1 | Excellent verbal, written and presentational communication skills | ✓ | AF/I |
| 2.2 | An ability to lead, manage and motivate staff to achieve desired outcomes and meet deadlines | ✓ | AF/I |
| 2.3 | Highly developed analytical and problem solving skills | ✓ | AF/I |
| 2.4 | Ability to manage change and deal with conflict | ✓ | AF/I |
| 2.5 | Ability to liaise, negotiate and work constructively in teams and multi-agency partnerships to achieve positive results | ✓ | AF/I |
| 2.6 | Excellent organisational skills in service planning and prioritising work, delivery and evaluation and improvement | ✓ | AF/I |
| 2.7 | Ability to develop and implement policy and strategy | ✓ | AF/I |

### EDUCATION AND TRAINING

| 3.1 | Hold a qualification/degree in a relevant subject or have a minimum of 5 years management experience in a related field | ✓ | AF/I |
| 3.2 | Relevant professional qualification, CIH | ✓ | AF |
| 3.3 | Hold a management qualification | ✓ | AF |
| 3.4 | Experience of professional updating | ✓ | AF/I |