

Job Description

Principal Anti-Social Behaviour Officer

Final

Date: September 2017

POST: Principal Anti-Social Behaviour Officer

SERVICE: Housing Landlord Services

SECTION: Anti-Social Behaviour

BAND: 8

REPORTS TO: Tenancy Services Manager

RESPONSIBLE FOR: 3x Anti-Social Behaviour Officers
1x Assistant Anti-Social Behaviour Officer

TYPE: 1) Hot desking or Agile/Mobile Working
1a) Hot desking in Basildon Centre

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

*Please note that this post will require an enhanced Disclosure and Barring Certificate.

MAIN PURPOSE

We have a specialist Anti-Social Behaviour Team that has been established to tackle anti-social behaviour across the Basildon Borough.

The Principal Anti-Social Behaviour Officer will manage and lead staff within the team, developing effective preventative initiatives and operational policies and procedures.

GENERAL INFORMATION

Basildon Borough Council's mission is to improve the quality of life for the people of the Borough, now and for future generations.

DUTIES

1. To provide a co-ordinated and timely response to anti-social behaviour arising in the locality of Basildon District consistent with achieving continuous improvement in tenant satisfaction.
2. To provide the above services as part of the Anti-Social Behaviour Team (ASBT), in line with current legislative framework.
3. To encourage, develop and support joint agency working between the Council and outside agencies.

4. To provide a comprehensive information and support service to all front line officers dealing with neighbour nuisance and anti-social behaviour.
5. To prevent and reduce the incidence of anti-social behaviour arising within Basildon Borough.
6. To manage contracts and service level agreements with other departments and agencies
7. To recruit and manage staff within the Anti-Social Behaviour Team.
8. To lead on all matters relating to anti-social behaviour and crime and disorder on behalf of The Council, including Anti-Social Behaviour Orders.
9. To deputise for the Tenancy Services Manager as and when necessary.
10. To develop effective preventative initiatives and operational policies and procedures for dealing with neighbour nuisance and anti-social behaviour
11. Develop a range of performance indicators in consultation with staff and residents in order to monitor and evaluate the performance of front line officers and the ASB Team.
12. To provide a central information and advice resource for The Council, including evidence gathering, surveillance, use of professional witnesses, alternatives to legal action, prevention, support and rehabilitation.
13. Develop information sharing protocols and joint working arrangement with Basildon Council and outside agencies.
14. To undertake complex casework as required including attending court and co-ordinating professional witnessing services
15. Deliver a comprehensive training programme for neighbour nuisance and anti-social behaviour for The Council.
16. With the Tenancy Services Manager, contribute to the formulation and implementation of the anti-social behaviour strategy
17. To represent The Council on multi-agency forums.
18. To prepare reports and carry out research as required
19. To exercise day-to-day budgetary control over all financial resources for which the post holder is responsible.
20. The post holder may be required to work outside normal working hours from time to time and to be on call outside normal working hours. As well as attend meetings outside of office hours
21. Act in a way that supports and promotes The Council's Equality's policy, which aims to ensure everyone has equal treatment and equal access to employment and services and undertake all duties within this framework.

22. Identify, with line manager, training needs that will enhance performance in achieving Service Plan targets.
23. To carry out staff performance reviews in accordance with The Council's procedure.
24. Promote and carry out all duties in accordance with The Council's Health and Safety Policy
25. To operate The Council's approved staffing policies
26. 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".
27. Undertake all the duties within the framework of Equal Opportunities.
28. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

PERSON SPECIFICATION

Position Title:	Principal Anti-Social Behaviour Officer	Date Prepared:	4 September 2017
Department:	Anti-Social Behaviour	Band:	8

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Experience of providing a front-line service within a management role.	✓		AF/I/T
1.2	Experience of effective tenancy enforcement.	✓		AF/I/T
1.3	Excellent verbal and written communication skills, including good training and presentation skills	✓		AF/I/T
1.4	Experience of joint working with partnership agencies in a multi-disciplinary housing environment.	✓		AF/I/T
1.5	Previous experience of budget management and control.	✓		AF/I/T
1.6	Able to demonstrate a detailed knowledge of current legislation in relation to landlord and tenant and anti-social behaviour.		✓	AF/I/T
1.7	Knowledge of information sharing and data protection requirements.	✓		AF/I
2.	COMPETENCIES			
	LEADING AND SUPERVISING			
1.2	<ul style="list-style-type: none"> a) Provides others with clear direction b) Sets appropriate standards of behaviour c) Delegates work appropriately and fairly d) Motivates and empowers others e) Provides staff with development opportunities and coaching f) Recruits staff of a high calibre 	✓		AF/I/T
	WORKING WITH PEOPLE			
2.1	<ul style="list-style-type: none"> a) Demonstrates an interest in and understanding of others b) Adapts to the team and builds team spirit c) Recognises and rewards the contribution of others d) Listens, consults others and communicates proactively e) Supports and cares for others 	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
	a) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses			
3.2	PERSUADING AND INFLUENCING b) Makes a strong personal impression on others c) Gains clear agreement and commitment from others by persuading, convincing and negotiating d) Promotes ideas on behalf of self or others e) Makes effective use of political processes to influence and persuade others	✓		AF/I/T
3.3	PRESENTING AND COMMUNICATING INFORMATION a) Speaks clearly and fluently b) Expresses opinions, information and key points of an argument clearly c) Makes presentation and undertakes public speaking with skill and confidence d) Responds quickly to the needs of an audience and to their reactions and feedback e) Projects credibility	✓		AF/I/T
4.1	WRITING AND REPORTING a) Writes clearly, succinctly and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well structured and logical way f) Structures information to meet the needs and understanding of the intended audience	✓		AF/I/T
6.2	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way g) Consistently achieves project goals	✓		AF/I/T
3.	EDUCATION AND TRAINING			
3.1	Relevant professional qualification		✓	AF
3.2	A satisfactory DBS certificate will be required	✓		AF