

JOB DESCRIPTION

Antisocial Behaviour Officer

Service area:	Communities and Climate Change
Reports to:	Head of Communities and Climate Change/Delegated responsibility to Senior Communities Officer
Responsible for:	N/A
Location:	Leek and Buxton / Agile Working
Work flexibly between various locations:	Yes
Grade:	AG6
Salary range:	Spinal Column Points 25 to 29
Car driver:	Yes
Essential/casual:	Essential

JOB PURPOSE

- To support with the implementation of intervention policies designed to prevent anti-social behaviour and the fear of disorder, through direct contact with the public, including perpetrators and vulnerable members of the community.
- To hold primary accountability for all anti-social behaviour case management within the remit of The Community Safety Team.
- To contribute to the Council's statutory responsibilities under the Crime and Disorder Act 1998.

JOB DUTIES

- To work to ensure the Council fulfils its obligations under Section 17 of the Crime and Disorder Act, working to reduce anti-social behaviour and improve community safety, supporting the development and implementation of policies and procedures to support the reduction of crime, disorder and anti-social behaviour

- To develop and maintain effective working relationships with officers, elected members and strategic partnerships at a County and regional level to further community safety, anti-social behaviour and crime and disorder reduction and enhance community resilience
- To support the Community Safety Partnerships in the implementation of actions to reduce crime and disorder in Staffordshire Moorlands and High Peak by direct contact with service users, partners and outside agencies
- To represent the service at meetings with service users, partners, stakeholders and community groups and to assist in building and sustaining good working relationships fostering participation in decision-making and promoting services
- Manage budgets and raise purchase orders in accordance with financial procedures and provide monitoring reports, evaluations or other financial updates as required.
- Be strategic lead for the Council's response to HATE, modern slavery and domestic abuse, leading on development and delivery of any associated project delivery and ensuring the Council embeds principles of good practice in terms of policies and procedures across the Alliance
- To deputise for the Senior Communities Officer as required and undertake any other reasonable work instruction requested by the Senior Communities Officer/Head of Service which is commensurate with the post.
- To provide expert advice and support on responding to tenant-related nuisance as required, working alongside colleagues in Housing Services.
- To investigate complaints of anti-social behaviour within the remit of the Communities Team, from the first point of referral, through to resolution, including advising and supporting complainants, witnesses and perpetrators, and ensure the following is adhered to;
 - An incremental approach to managing anti social behaviour complaints is in place and is adopted when working with perpetrators of anti social behaviour
 - Effective risk assessments are completed and detailed action logs are maintained and recorded for each complaint in the appropriate case management system.
 - Processes are in place to secure and preserve robust evidence from witnesses and be able to present that evidence in a court setting, thereby enabling formal legal action to be undertaken against perpetrators.
 - To identify high risk victims of anti-social behaviour incidents, ensuring there is a robust support package placed around the victim, working in collaboration with other partner agencies.
 - Take an innovative approach to tackling anti social behaviour, including use of mediation and legislative tools and powers
- To lead and direct the reduction of risk of harm for young people, including Child Sexual Exploitation and Cyber Bullying.

- To act as the Council's Community Safety Partnership's lead across the Alliance for the prevention, reduction and resolution of anti-social behaviour incidents.
- Work in partnership with Community Safety Officers to develop and deliver Council, voluntary sector and inter-agency projects to address repeat hot spots of anti-social behaviour.
- Attend the Community Safety Partnership's meetings and provide detailed analysis of anti-social behaviour incidents and the positive action taken to bring about early resolution of the complaint.
- Conduct analysis of anti-social behaviour incidents, presenting a monthly report to the Senior Communities Officer, highlighting repeat locations, victims and perpetrators, along with types of incidents as required
- To be responsible for web content updates, developing internal/external publicity linked to the post holder's areas of responsibility, as and when required.
- To produce project progress reports, committee reports, policies or strategies, contract documentation, risk assessments and other related written documentation where appropriate.
- To be accountable for delivering an ASB service that works to deliver a reduction in ASB, increasing victim satisfaction and reducing the fear of crime and disorder.
- In collaboration with the Senior Communities Officer and Community Safety Officers actively identify changes in policies or activities in both the Councils and outside agencies which contribute to the reduction of crime and anti-social behaviour.
- Manage budgets, including partnership budgets, in accordance with financial procedures and provide monitoring reports, evaluations or other financial updates as required.
- Contribute effectively to the delivery of the Corporate/Borough Plan, Communities and Climate change Service plan, and any relevant service plans
- Respond in an appropriate and timely fashion to customer complaints and support the Senior Communities Officer in the management of community trigger applications
- To undertake investigation and resolution of routine customer enquiries, complaints and freedom of information requests where required.
- To undertake any other reasonable work instruction requested by the Head of Service and Senior Officers which is commensurate with the post.

CORPORATE RESPONSIBILITIES

- Promote and support the delivery of the Councils Climate Change actions plans, the response to the Councils' declarations of a climate emergency and the delivery of the Councils' biodiversity duty.
- Promote both Councils' Equalities and Diversity Schemes ensuring that all discrimination is eliminated.

- Promote a safe and healthy working environment including taking responsibility for the health and safety of all staff, elected members, service users and other members of the public, in line with the Councils' Health and Safety at Work Policy.
- Support the Councils' commitment to good environmental management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- Promote the principles of good customer care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and elected members.
- Work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- Promote and comply with both Council's policies and guidelines on Information Governance and the Data Protection Act.
- Consistently exhibit the behaviours required under the Alliance GROW values and code of conduct.
- Be committed to safeguarding and promoting the welfare of children and young people and vulnerable adults.
- Carry out election duties as required.

JOB REQUIREMENTS

Transport Requirements	Driving required for travel to Alliance locations
Working Patterns	Hours of work as agreed with the line manager. Some out of hours work may be required
Working Conditions	Agile working (with travel to Alliance office locations as required)
Resources Staff/Finance	No.
Physical	Working to planned priorities
DBS	No