



Role Profile

This section provides key information relating to the role

Job Title:	ASB Officer		
Post No:	P01810	Grade:	H
Team:	Neighbourhood & Enforcement	Location:	Campus East
Responsible to:	ASB Team Leader		
Responsible for:	N/A		

Overall job purpose:

To provide a customer focussed, proactive, comprehensive and high quality anti-social behaviour service to residents of Welwyn Hatfield, taking the lead on tackling serious neighbour nuisance, anti-social behaviour and other serious breaches of the tenancy agreement.

To contribute to the Council's Community Safety Strategy with the aim of reducing crime and disorder on housing estates/areas and in the wider communities.

To collect evidence and seek legal and other appropriate remedies in dealing with serious incidents of nuisance and anti-social behaviour perpetrated by adults and young people.

To ensure the appropriate handling of detailed, sensitive and criminal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.

To support victims and witnesses through the legal process, providing advice and guidance as appropriate.

To provide specialist advice and support to other officers of the council to ensure effective prevention and tackling of neighbour nuisance and anti-social behaviour.

To develop and maintain partnerships with key agencies, including the council, the police and any other relevant agencies.

Key areas of focus:

1.	Directly responsible for the delivery of high quality, efficient and compliant Anti-Social Behaviour Service for the council, delivering the customer facing and operational case management aspects of the ASB service in respect of delivering its key objectives.
2.	Maintain up to date knowledge of relevant legislation and case law in respect of tenancy enforcement, human rights, prevention of harassment and crime and community safety.
3.	Provide excellent customer care to complainant's when dealing with complaints and allegations of anti-social behaviour.

4.	Give advice to people making serious anti-social behaviour issues with the aim of resolving issues as early as possible.
5.	Where appropriate provide a mediation service to local residents who are involved in a neighbour dispute and/or refer to other specialist organisations which provide this service.
6.	Investigate serious cases of neighbour nuisance in accordance with the council's policies and procedures. Provide ongoing support and regular proactive feedback to customers, updating regularly on the progress of their case.
7.	Where appropriate, make referrals to other agencies and liaise with these organisations to help bring about successful resolutions to cases. Work in partnership with Police, Health, Social Services and other agencies to manage issues of care and risk to others. At all times ensure that relevant information is shared in accordance with Information Sharing Protocols and in compliance with the requirements of the Data Protection Act 2014 at all times.
8.	Instruct on cases requiring legal action and work closely with the council's litigation service and where required, counsel, to take prompt and effective legal action.
9.	Carry out all actions as required as part of the litigation process. This includes gathering evidence and producing all relevant paperwork including writing witness statements, preparing documentation for court. Act as a professional witness, when required.
10.	Support witnesses at court and ensure they have been fully briefed.
11.	Ensure cases are recorded on the council's shared case management database and report within the council as required on progress and outcomes of the allocated caseload.
12.	Recommend exclusions from the Housing Register where applicants pose a risk to the community.
13.	In accordance with the council's procedures and in partnership with the Neighbourhood and Tenancy Enforcement Team, advise colleagues as required of appropriate action to take where tenants breach their tenancy conditions, co-ordinating partnership working with other team to help tenants address issues of concern.
14.	Organise and carry out service related evictions as required, in accordance with the council's policies and procedures. Liaise with the relevant officers throughout the process and involve other partners where necessary.
15.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
16.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
17.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent and grade C or above in English and Maths or can demonstrate substantial experience in a related field	x		AP
Significant experience in a relevant field and relevant qualifications.		x	AP/IN
Training which has resulted in the acquisition of knowledge of: <ul style="list-style-type: none"> • Safeguarding vulnerable children and adults • Data protection • Health and Safety 		x	AP/IN
Experience of delivering in an ASB / tenancy and / or housing management role within a social housing environment	x		AP
Experience of litigation, particularly evidence gathering and evidence giving in Court.		x	AP/IN
Knowledge			
Up to date knowledge of Housing Legislation and related case law		x	AP/IN
Detailed and up to date knowledge of Crime & Disorder, ASB and Community Safety Legislation		x	AP/AS/IN
Skills and abilities			
Good numeric, analytical and decision making skills	x		AS/IN
Excellent time management and organisational skills to effectively manage and plan a varied workload	x		AS
Ability to develop creative solutions to problems	x		AP/IN
Ability to communicate effectively in a range of different situations	x		IN
Excellent written and verbal communication skills tailored towards a range of audiences, including reports, presentations and legal documentation	x		AP/AS/IN

Ability to produce, analyse and interpret information and present this information in a meaningful and understandable way	x		AS
Ability to calm potentially emotionally challenging situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations	x		IN
Other attributes			
High level of IT literacy. Confident in use of Word, Excel and Outlook and other systems relevant to the role	x		AS
Ability to take a fair and balanced approach to resolving complaints and other complex issues raised by officers, staff, residents/their relatives and partner agencies	x		IN
Ability to drive and possession of a current UK driving licence	x		AP
Ability and confidence to make decisions independently where the situation requires it	x		IN
Ability to carry out home visits to potentially hazardous and unpleasant managed properties	x		IN

**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.