



Role Profile

This section provides key information relating to the role.

Job Title:	ASB and Community Safety Manager		
Post No:	RP0103	Grade:	L
Team:	ASB, CCTV, Community Safety and Street Wardens	Location:	Hybrid working
Responsible to:	Assistant Director (Homes and Neighbourhood)		
Responsible for:	Team Managers		

Overall job purpose:

To be the Council's lead expert on ASB, Community Safety, CCTV and Street Warden Services and enforcement.

To ensure that the Council's statutory responsibilities for ASB, the Community Safety Partnership and stray dogs are fulfilled and delivered.

To provide and promote strong, effective leadership and management, demonstrating and promoting the Council's value and behaviours to motivate staff to deliver high quality services to customers.

To set, monitor and manage robust performance standards and in accordance with the Council's priorities as set out in the Corporate Plan, seeking to continuously improve services.

To work effectively and collaboratively with stakeholders and external partners to deliver aligned projects and priorities.

To deputise for the Assistant Director (Homes and Neighbourhood) as needed.

Key areas of focus:

1.	Be responsible for and to provide lead expert advice to senior managers, Cabinet and Members for the ASB, Community Safety, CCTV and Street Warden Services. To attend Committees and other Council meetings as the Council's lead advisor on service matters, and to represent the Council in such matters on external bodies and partnerships.
2.	Be responsible for compliance with, management of and delivery of the Council's statutory responsibilities in relation to Anti-Social Behaviour, the Community Safety Partnership, CCTV and Street Wardens. Ensure the enforcement of statutory duties and byelaws within the borough for these services.

3.	To lead on enforcement practice for the service areas within the postholder's remit. To exercise delegated powers for enforcement and regulatory activities. To be an authorising officer for surveillance under the Regulation of Investigatory Powers Act 2000 (RIPA).
4.	Working with the Shared Anti-Fraud Service (SAFS), deliver a proactive Tenancy Fraud Strategy to prevent, detect and investigate tenancy fraud cases across the council's housing stock.
5.	Play a pivotal role in the safeguarding and risk assessment of vulnerable residents, ensure appropriate safeguarding referrals are made and overseeing the development of supportive action plans and effective interventions.
6.	Be responsible for delegated financial budgets, contracts, commissioned services and resources to ensure that they are effectively managed providing value for money and in compliance with the Council's policies and procedures.
7.	To provide and promote strong, effective leadership and management, demonstrating and promoting the Council's value and behaviours to motivate staff to deliver high quality services to customers and continuous improvement.
8.	To set, monitor and manage robust performance standards in accordance with the Council's priorities as set out in the Corporate Plan, seeking to continuously improve the services.
9.	To lead on the development of staff, using coaching and mentoring, to ensure high levels of professionalism and service delivery and leading a culture of continuous development and improvement.
10.	Maintain and further develop excellent, collaborative relationships with stakeholders and external partners to deliver aligned priorities, plans and projects, and forums especially in the Community Safety Partnership to address and reduce the incidences and perception of crime, drug misuse and anti-social behaviour, in accordance with statutory duties under the Crime and Disorder Act 1998.
11.	In liaison with relevant partners, participate in consultation and engagement exercises related to public safety and the wider objectives of the team, which will include public meetings, events and focus-groups.
12.	To lead on the development and delivery of all strategies and policies within the service.
13.	Receive requests, queries and complaints about the services from residents, businesses, Councillors, Contact Centre, Council departments and other external agencies. Provide technical and procedural advice of a difficult or complex nature, to ensure the Council achieves its corporate aims and a high level of customer satisfaction with service standards.
14.	To seek opportunities to generate income and to seek external funding and grants.

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.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to degree level or equivalent qualification and/or experience in at least one of the service areas.	x		AP
Substantial experience in one or more specialisms in Anti-Social Behaviour, Community Safety or Street Wardens.	x		AP/AS/IN
Experience of leading services at a managerial level.	x		AP/IN
A high level of experience in working within or among successful cross-sector, multi-agency partnerships.	x		AP/IN
Knowledge			
High level of knowledge and understanding of relevant service legislation and good practice in at least one of the service areas.	x		AS/IN
High level of knowledge of litigation, evidence gathering and court procedure.	x		AS/IN
Thorough understanding of the current and future challenges and opportunities in the service.	x		AS/IN
Evidence of continued professional development.	x		AP/AS/IN

Knowledge and understanding of financial budget management.	x		AP/AS/IN
Skills and abilities			
Ability to set appropriate performance measures, monitor and manage performance.	x		IN
Evidence of strong and effective management and team working to lead and inspire staff.	x		AP/AS/IN
Effective influencing, motivating, engaging and negotiating skills with partners and residents, both in group settings and individually.	x		AS/IN
Effective communication and presentation skills to large and varied audiences on a wide range of topics, which can be sensitive, contentious or emotive.	x		AP/AS/IN
Ability to work positively under pressure to deadlines, with potentially conflicting priorities, using a high level of problem-solving skills.	x		AS/IN
Other attributes			
Positive role model demonstrating the Council's culture, values and behaviours.	x		IN
Strong analytical skills and able to make logical decisions and to develop effective solutions to problems.	x		AS/IN
Able to respect sensitive and confidential information in accordance with GDPR and information sharing protocols.	x		IN
Able to build strong and effective relationships with contractors, stakeholders and other partners.	x		IN
Able to attend meetings and work out of hours when needed.	x		AP/IN
Able to drive/travel around the borough and to other locations.	x		AP
This is a politically restricted post.	x		IN

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



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.