

Role Profile

This section provides key information relating to the role

Job Title:	ASB Co-ordinator		
Post No:	P01507	Grade:	F
Team:	Neighbourhood & Enforcement	Location:	Campus East
Responsible to:	ASB & Community Safety Manager		
Responsible for:	N/A		

Overall job purpose:

To assist in the tackling of community safety, anti-social behaviour and other breaches of the Tenancy Agreement, maintaining partnerships between key agencies, including other council departments and external agencies.

To assist in the collection of evidence and to seek appropriate remedies to deal with incidents of nuisance and anti-social behaviour.

To effectively manage a case load of low level anti-social behaviour cases through to successful resolution, escalating cases where matters escalate where appropriate.

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

To ensure a customer focused approach to tackling serious neighbour nuisance and anti-social behaviour

To ensure a victim-focused approach to tackling anti-social behaviour, supporting victims and witnesses as action progresses.

Key areas of focus:

1.	To be proactive in the provision of customer care to complainants and to victims of neighbour nuisance and anti-social behaviour.
2.	To effectively manage a case load of medium level anti-social behaviour cases through to successful resolution, escalating cases where matters escalate where appropriate.
3.	Be first point of contact for customer looking for advice on neighbour nuisance and anti-social behaviour issues. To resolve issues where possible, taking notes, making enquiries and offering advice where appropriate.
4.	To offer pro-active feedback to complainants and report the progress of action against serious neighbour nuisance and anti-social behaviour.
5.	To respond to complaints, give advice and ensure that existing cases progress with minimum supervision.

6.	To provide advice to frontline housing staff on matters relating to neighbour nuisance and anti-social behaviour.
7.	To monitor the team inboxes so that responses are sent out in accordance with relevant policies.
8.	To be proactive in the collection of evidence in neighbour nuisance and anti-social behaviour cases, assessing the prospects for both mediation and other remedies where appropriate.
9.	To support established partnerships and forge new liaisons with relevant bodies in Welwyn Hatfield, on community safety and anti-social behaviour issues.
10.	To assist in the collation of satisfaction information/surveys in matters of neighbour nuisance and anti-social behaviour.
11.	To maintain the enforcement records on the Orchard, ASB database and SafetyNet case management systems.
12.	Maintain full confidentiality where necessary for all matters dealt with in the course of the above.
13.	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.
14.	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.
15.	Any other duties generally compatible with the tasks described above.

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			
Academic achievements and experience which demonstrate an ability in problem solving and managing complex and sensitive matter	x		AP
Experience of case management within housing, ASB or similar field	x		AP/IN
Experience of working with diverse communities	x		AP/IN
Experience of delivering in an ASB / tenancy and / or housing within a social housing environment		x	AP
Experience of working co-operatively and professionally both with colleagues and external partner agencies, such as the Police, County Council and local RSLs	x		AP/IN

Experience and working knowledge of GDPR	x		AP/IN
Knowledge			
Up to date knowledge of Housing Legislation / Crime & Disorder, ASB and Community Safety Legislation		x	AP/IN
Skills and abilities			
Ability to write and present clear and concise reports, statements and letters & to set out complex issues in a clear and methodical way	x		AS/IN
Highly developed decision making skills	x		AS
Ability to absorb detailed information in pressurised circumstances	x		AS/IN
Ability to communicate verbally and in writing in an effective and clear manner at all levels	x		AP/AS/IN
Ability to discuss highly emotive incidents with victims and witnesses, whilst showing empathy and understanding	x		IN
Ability to manage conflicting demands, prioritising effectively in a high pressure environment	x		AP/AS
Ability to display conciliatory and empathic skill with staff and members of the public	x		IN
Ability to deal with people with multiple support needs	x		AP/IN
Ability to calm potentially explosive situations and to deal with people who display highly aggressive behaviour and to effectively tackle crisis situations	x		AP/IN
Ensure personal compliance with Health and Safety regulations and good practice at all times and to whom services are delivered to	x		AS/IN
Other attributes			
Good 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 issues raised by officers, staff, residents/their relatives and partner agencies	x		IN
Ability to drive and possess a current UK driving licence	x		AP

Ability and confidence to make decisions independently where the situation requires it	x		IN
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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.