

ROLE DESCRIPTION

Role description:	Antisocial Behaviour Reduction Officer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT09-2067	Grade I
Number of posts:	1	
Service/Team:	Public Health	
Reports to:	Public Health Principal	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / function Context

The overall responsibilities of the service/function are:

The Officer provides the primary point of contact for members of the public and partner agencies coordinating responses to anti-social behaviour. Providing case management, support and advice to issues relating to anti-social behaviour utilising the tools and powers in accordance with the Anti-Social Behaviour, Crime and Policing Act 2014.

Job Purpose

To co-ordinate both planned and responsive actions aimed at reducing anti-social behaviour on behalf of Wiltshire Council.

To co-ordinate the delivery of the Council's responsibilities under the Crime and Disorder Act 1998 and the Anti-Social Behaviour, Crime and Policing Act 2014, with particular emphasis on strategies and actions to reduce anti-social behaviour.

To work in partnership with the other 'Responsible Authorities' to plan, develop, support and oversee local projects, ensuring that delivery and outcomes are monitored, reviewed and evaluated.

To implement a programme of work that contributes to the Council's corporate objectives maximising community cohesion in relation to building safer communities.

This post is the specialist anti-social behaviour reduction advisor to the Council and wider community safety partners.

Specific duties and responsibilities include:

- To provide specialist and technical advice to the Public and Partner agencies on individual cases of ASB, and on issues relating to the Council's responsibilities relating to reducing crime in, specifically anti-social behaviour. Including instructing and working with legal officers in appropriate enforcement action.
- Manage a caseload of high, medium and low risk cases, coordinate appropriate action to sustain long term behavior change.
- The postholder will be responsible for writing witness statements, exhibiting evidence and bundling court files whilst liaising with Legal Services and partner agencies as appropriate and attending court to represent Wiltshire Council.
- Review practices and implement changes in response to legislative changes and identify areas for improvement.
- To deal with complaints about anti-social behaviour and work with partner agencies and Wiltshire Council services to gather information and evidence, and initiating effective and appropriate action to tackle the issues. This will include taking accurate witness statements which will be relied upon in resolving issues and taking further action.
- To attend the ASBRAC, MARAC, safeguarding and other multi agency meetings to provide information on cases involving Wiltshire Council tenants and to ensure partner agencies are briefed on and working towards holistic response to our cases.
- Work with Wiltshire Council's designated solicitor on complex legal cases; using partner agencies to share evidence and information and to prepare witness statements in relation to cases requiring legal action.
- To support the development of community based projects and initiatives to reduce anti-social behaviour by providing specialist and technical advice and guidance relating to anti-social behaviour powers and tools, council services, and project funding sources.

- To support the Community Area Partnerships and Boards identifying suitable and relevant responses, initiatives and projects in relation to identified anti-social behaviour issues in their community areas.
- To develop and work with partners to deliver community based projects to promote reduction of anti-social behaviour and perception of crime and to increase public confidence. This will involve developing a diverse range of projects and activities to build safer communities.
- To ensure early action is taken to secure protection from the courts for complainants and/or witnesses and to provide information advice and support to witnesses before during and after the court hearings
- To meet the requirements of the agreed SLA with Wiltshire Council Community Safety team providing resilience to public protection specialist officers.
- Deputise for Wiltshire Council Tenancy Services Manager at Police operational meetings in response to the occurrence of local incidents.
- Provide advice to the Police on the Council's and its responsibilities under Section 17 of the Crime and Disorder Act regarding housing of offenders, planning, leisure, licensing and land ownership in relation to specific incidents associated with anti-social behaviour.
- Carry out site visits to investigate neighbour disputes / anti-social behaviour incidents, and interview victims and perpetrators. Where applicable install appropriate evidence gathering devices explaining their functionality and use. Collect, collate and review evidence gathered. Deliver warning letters and notices of seeking possession. Serve court papers and provide affidavits of service.
- To work within Wiltshire Council's policies and procedures as necessary to meet customer needs for the team, support the Council's corporate objects and responsibilities under current legislation.
- Work within the Council's policies and procedures, standing orders, financial regulations, etc that reflect the Council's objectives to ensure continued improvement in service delivery.
- To carry out all responsibilities in accordance with current Health and Safety at Work legislation and with regard to environmental and sustainability issues.
- To carry out all responsibilities with due regard for equality and diversity issues, reflecting the council's commitment to equality of opportunity in all aspects of service delivery.
- To ensure the proper security of information and records in accordance with the council's policies on information management and Data Security with regard to relevant legislation such as the Data Protection Act and Freedom of Information Act.

Specific requirements for this post:

- Attending meetings at different premises in the county including at night to attend case conferences, Community Area Board meetings for example.
- There is potential risk that this role may cause pressure and personal stress to officers trying to manage a resolution to the problem, especially if situations become confrontational.
- The postholder will be dealing with difficult and possibly aggressive customers who are eager for action on local incidents and who become frustrated by operational procedures and working practices – neighbour disputes, anti-social behaviour incidents.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Educated to NVQ 4 in a related field or ability to demonstrate relevant experience / skills
- Advanced knowledge of the Anti-Social Behaviour Crime and Policing Act 2014,
- Advanced knowledge and experience of methods of implementing initiatives aimed at reducing crime and fear of crime, specifically anti-social behaviour
- Advanced knowledge and understanding of the role and responsibilities that local authority landlords play in reducing crime and disorder
- Advanced knowledge and experience of work in a multi-agency and community based setting leading and coordinating a joined up response to issues of anti-social behaviour
- Proven experience of both a planned and reactive approach to reducing anti-social behaviour, crime and the fear of crime
- Knowledge and understanding of local government
- Advanced knowledge and experience of developing and leading mediation and conflict resolution alongside a proven ability to address anti-social behaviour and neighbourhood nuisance
- Previous partnership development experience with at least some specific community safety experience and experience of networking and liaising with partner organisations to shared outcomes that address anti-social behaviour.
- Previous experience in preparation and presentation of cases at court.
- Communication, negotiation, organisation, diplomacy and report-writing skills

- Ability to develop and facilitate partnership and multi-agency partnership working towards a shared outcome (interpersonal, literacy, negotiating, tact and diplomacy, problem-solving, decision-making, communication skills)
- Capable of managing multiple priorities and projects involving multiple stakeholders
- Good presentation and communication skills (oral and written) to ensure capable of communicating in the most appropriate way with a range of individuals and groups, including the ability to demonstrate diplomacy and to negotiate where required.
- Knowledge of creative, diverse and innovative ways of engaging the community
- Project management including developing, delivering, monitoring and evaluating projects
Experience of using software packages including Word and Excel
- Experience of working flexibly including outside normal office hours –Experience of using administrative, organisational and problem-solving skills –
- Experience of team working and of sharing knowledge and skills and providing support to colleagues
- Ability to fulfil the role with confident spoken and written use of the English language

Desirable

- Degree level or equivalent professional qualification in a related field of working.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Political restriction	
<p>This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
<p>As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council</p>	<input type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
<p>This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.</p>	<input type="checkbox"/>
<p>This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check</p>	<input type="checkbox"/>
<p>The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.</p>	<input type="checkbox"/>
<p>This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

Safeguarding	
<p>For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>