



## **JOB DESCRIPTION**

**POST: Communities Officer - ASB**

**DEPARTMENT: Communities**

**REPORTING TO: Head of Service - Communities**

**RESPONSIBLE FOR: N/A**

**GRADE: 5**

### **MAIN JOB PURPOSE:**

To develop and manage “place based” community engagement programmes for our communities, building relationships, gathering and using local information to develop an understanding of need, local issues and expectations and to work collaboratively with internal and external services to deliver those programmes.

To support and influence internal teams and external partners to be key contributors to this programme through their active participation in ways which will support the Councils to develop vibrant, safe and healthier places for our residents to live.

To support on the development and implementation of intervention activities designed to prevent crime, antisocial behaviour and the fear of crime working with other internal teams, external partners and our communities.

To assist in delivering excellent Anti-Social Behaviour (ASB) services to our customers by providing services to the highest possible standards and ensuring that operational performance remains high and improves.

This role is vital to the development of communities which are confident, cohesive, safe and strong. The postholder will be required to support the Corporate Manager to support political leaders as well as developing and maintaining strong effective relationships across the sector.

### **DUTIES AND RESPONSIBILITIES:**

Responsible for managing a case load of ASB cases, including completing risk assessments to ensure effective risk management plans are in place for victims identified at a higher risk of harm. To chair a monthly multi-agency ASB panel meeting to discuss high risk/complex cases on a problem-solving basis with partners.

To use a variety of legal and non-legal remedies as part of interventions to deal with those engaged in anti-social behaviour and crime whilst taking a victim centred approach.

Collaborate with the Community Safety Manager and wider communities' team to implement the work of the Western Suffolk Community Safety Partnership.

In collaboration with the Community Safety Manager actively identify changes in policies or activities in both the Councils and external agencies which contribute to the reduction of crime and anti-social behaviours

To plan, develop and manage projects, often in partnership with others to ensure the effective management of available resources and seek to bring in external resources wherever possible.

To work co-operatively with colleagues across team, services and with external partners, in a flexible and responsive way to develop and sustain community resilience, equality and wellbeing.

To work closely with and support councillors as community leaders, offer support and guidance on community safety issues to empower them and the communities they represent.

To build capacity and confidence with residents and community groups – provide professional advice when required and attend meetings as appropriate.

To organise and facilitate public meetings and events as required.

To establish and sustain positive working relationships with partners and stakeholders.

To adopt an intelligence and evidence-based approach to working, both internally and externally

To communicate clearly, effectively and appropriately to a wide range of target audiences, taking-into-account the different levels of understanding and experience

Take responsibility for improving performance and monitoring outcomes, work to deadlines and communicate successes and achievements to stakeholders, including residents, community groups and councillors.

To handle conflict sensitively, ensure safeguarding measures are always in place and maintain confidentiality as required.

To adopt to changing responsibilities over time, as the service evolves and reacts to the communities it serves.

Any other duties of a similar nature which may be required.

## Additional information

- a) Does this job require a DBS check? **Yes**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

**The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.**

REQUIREMENTS	MEASURED BY:
The postholder must be able to demonstrate:	A Application form I Interview T/P Test/Presentation
<b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i> Educated to degree level/other equivalent or with significant experience in a relevant specialist area.	A
<b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i> Experience of effective community engagement and partnership working across statutory, voluntary and community partners.  Able to build relationships and maintain an on-going dialogue with our communities and partners to meet varying needs.  Experience of working within a political environment.  Experience of working within a pressurised environment requiring a high standard of service delivery within tight timescales  Experience of partnership working and collaboration to meet partnership programme objectives and maintaining positive working relationships with partners in a multi-agency community safety	A/I  A/I  A/I  A/I

<p>environment</p> <p>Experience of working with elected members and senior officers.</p> <p>Experience of advocating and embedding good community engagement &amp; development practice across a range of service areas.</p> <p>A proven track record in developing and implementing a high standard of creative and innovative policy work.</p> <p>1.1 Competent working knowledge of relevant legislation such as the Anti-social Behaviour, Crime and Policing Act 2014 and the Crime and Disorder Act 1998 and experience in applying and maintaining up-to-date knowledge of legislation</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
<p><b>SKILLS/ATTRIBUTES</b></p> <p>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</p>	
<p>Ability to work collaboratively across the Council and with partners to deliver projects important to the wellbeing of our communities.</p>	<p>A/I</p>
<p>Able to deliver clear, precise and detailed reports.</p>	<p>A/I</p>
<p>Skilled in the production of precise briefings on community or policy issues and other written communications</p>	<p>A/I</p>
<p>Ability to prioritise and effectively manage demanding workloads and competing demands.</p>	<p>A/I</p>
<p>Ability to advocate for communities on complex and sensitive ASB and Community safety issues.</p>	<p>A/I</p>
<p>Experience of taking enforcement action in relation to ASB and resolving conflict situations.</p>	<p>A/I</p>
<p>Experience of preparing witness statements, legal documents, case reports and attending court.</p>	<p>A/I</p>
<p>Able to take responsibility to promote, communicate and support the Councils' values to stakeholders.</p>	<p>A/I</p>
<p>Has a collaborative and flexible attitude and approach that can adapt positively to the challenges of delivering changing priorities.</p>	<p>A/I</p>
<p>An enthusiastic person who can think creatively.</p>	<p>A/I</p>
<p>Willingness and ability to work flexibly to attend meetings and other events.</p>	<p>A/I</p>
<p>Has a collaborative and flexible attitude and approach that can adapt positively to the challenges of delivering changing priorities.</p>	<p>A/I</p>

Good organisational skills and the ability to work with minimal supervision.	
<b>BEHAVIOURS</b>	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



# Our Values

...we believe in



We empower, value and develop our people to work together as one dynamic and efficient team.	We care about delivering high quality, customer-focused outcomes with our communities and partners.	We are open, transparent and truthful.	We take pride in our work and take responsibility for our actions.	We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.
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