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| **Community Safety Officer** |  |

**Job Description**

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| **1. POST DETAILS** | |
| Service Area: | Community Services |
| Division: | Community Safety |
| Post Number: |  |
| Working Hours: | 37 |
| Grade: | 8 |
| Work Base:  Agile/fixed/mobile: | Civic Offices |
| Prepared/Agreed by: | Katie Walker |
| Date: | January 2025 |

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| **2. ORGANISATIONAL RELATIONSHIPS** | |
| Reports to: | Community Safety Manager |
| Deputising Responsibility: | Community Safety Manager |
| Directly Supervises: | None |
| Indirectly Supervises: | ASB & Community Safety Officer (Apprentice) |

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| **3. JOB AIM AND PURPOSE (What is the job trying to do?)** |
| * Act as a point of contact for the council in relation to antisocial behaviour and co-ordinate the operational response to antisocial behaviour issues, in partnership with other organisations, with the aim of reducing incidents and helping people feel safer. * To assist in the delivery of Community Safety services. |

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| **4. MAIN OBJECTIVES** |
| * Act as the Community Safety Teams representative for antisocial behaviour matters at multiagency meetings, such as the Community Harm and Risk Management Meeting (CHaRMM) and Joint Action Group (JAG). * Manage case work relating to antisocial behaviour, ensuring relevant tools and powers are utilised to achieve the best possible outcome for the community and the individuals involved. * Provide information to respond to corporate complaints, MP letters and complex enquiries from members of the public, including Freedom or Information (FOI) and Subject Access Requests (SAR). * Liaise with Councillors in relation to issues within their ward. * Contribute to the development of annual service plans and provide updates as required. * Establish and maintain close liaison with representatives from partner agencies (particularly Police) to promote effective partnership working and enable timely and effective service responses to problems and residents’ concerns. * Maintain a high level of knowledge of relevant enforcement powers and related legislation e.g., Antisocial Behaviour, Crime and Policing Act, Police Reform Act, PACE, RIPA, Human Rights Act, Data Protection Act and GDPR. * Maintain accurate records of all work, both written and electronic, and provide information for reports on community safety activities. * Act as the Borough’s ASB Case Review Coordinator. * Contribute to the Council’s activity to meet statutory duties, such as in relation to modern slavery, prevent, prevention of serious violence etc. * Ensure that service delivery complies with current regulations, accepted professional standards, the Council’s policies and procedures and appropriate legislation (including data protection, equalities, health and safety and safeguarding children and vulnerable adults). |

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| **5. MAIN DUTIES AND RESPONSILBITIES OF THE POST** |
| 1. Deputise for the Community Safety Manager at meetings as required and during periods of absence. 2. Oversee applications, and lead reviews, under the ASB Case Review process. 3. Contribute to the Community Safety Strategy and prepare/present ASB reports. 4. Coordinate problem solving initiatives designed to tackle community safety issues, working in partnership with other relevant organisations and internal collaboration with Council colleagues (including joint home visits etc). 5. Maintain an information recording system, for the collection, collation and analysis of cases and community safety issues. 6. Manage casework, working directly with victims and perpetrators of antisocial behaviour, including evidence gathering and managing the response with the aim of preventing further issues. 7. Gather evidence for enforcement action, and implement enforcement action (such as warnings, notices and fixed penalty notices), in liaison with the legal team and present case files for court where appropriate. 8. Record all information in connection to a case and provide information to report on the specified key performance indicators. 9. Provide advice and guidance to residents, colleagues, and councillors in relation to community safety issues (including through activities for awareness weeks). 10. Undertake engagement activities with residents, businesses, and councillors to ensure the Council have awareness of antisocial behaviours which are impacting on our communities. 11. Complete clerical and administrative functions to support the community safety team. 12. Represent the Council at public and inter-agency meetings and local events (including the annual Junior Safety and Water Safety events, Hate Crime, Anti-Slavery Partnership etc) 13. To be aware and exercise personal responsibilities regarding health and safety guidelines around personal safety and that of the community (particularly around lone working). 14. Undertake any other duties commensurate with the level and expectation of this post. |

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| *General*  *The above is a record of the main duties and responsibilities of this post at a given date. The job may naturally change to meet the requirements of the service. If the changes are more significant your manager will discuss this with you.* |

*The delivery of this job description should be read in conjunction with the council’s competency framework.*

**Person Specification**

Please indicate whether the criteria are assessed against the application form, interview or assessment by using the letter indicated in the columns to the right.

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|  | Method of Assessment | | |
|  | Essential (E) or Desirable (D) | Application Form (AF) | Interview (I)/ Assessment (A) |
| **Knowledge** |  |  |  |
| Knowledge of Community Safety and the responsibilities of the Council and Community Safety Partnership.  Knowledge of handling sensitive information and data in accordance with GDPR. | E  E | **AF**  **AF** | **I**  **I** |
| Understanding of national policy, legislation and best practice for Community Safety, Antisocial Behaviour, Crime & Disorder and other relevant areas | D | **AF** | **I** |
| **Skills and Experience** |  |  |  |
| Experience of working in partnership with a wide range of stakeholders (such as Police or other agencies involved with Community Safety work).  Experience of problem solving.  Good and effective written and verbal communication skills, including presenting information clearly, concisely, accurately and objectively.  Competent in the use of IT systems including Microsoft Office functions.  Able to maintain good relationships with, and work alongside, team members and partner organisations.  Experience of dealing with members of the public to resolve challenging situation.  Experience of organising events, and promotion of services. | E  E  E  E  E  E  E | **AF**  **AF**  **AF**  **AF**  **AF**  **AF**  **AF** | **I**  **I**  **I**  **I**  **I**  **I**  **I** |
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| **Training and Qualifications** |  |  |  |
| A level (or equivalent) education OR equivalent level of experience in Community Safety. | E | **AF** | **I** |
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| Evidence of continued professional development | D | **AF** | **I** |
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| **Other Requirements**  Pass an enhanced disclosure check with the DBS.  A full driving licence and use of a vehicle daily.  Work occasional evenings and weekends.  Undertake training as required.  Ability to plan, organise and prioritise own workload to effectively meet deadlines.  Ability to work unsupervised. | E  E  E  E  E  E | **AF**  **AF**  **AF**  **AF**  **AF**  **AF** | **I**  **I**  **I**  **I**  **I**  **I** |