

JOB TITLE: Anti-Social Behaviour Patrol Officer

DEPARTMENT: Housing Services

POST NUMBER: 1006

GRADE: Scale 4

ACCOUNTABLE TO: Neighbourhood Services Team Lead

LOCATION: Winchester District

POST OBJECTIVE

You will provide a visible presence across the district, offering a pro-active response to reports of ASB, delivering resolution remedies and providing case information that supports application for legal intervention.

Reporting to the Neighbourhood Services Team Lead, the successful candidate will respond to concerns of ASB by working closely with voluntary organisations, resident groups and the wider community to develop intervention and preventative measures, in collaboration with other agencies.

SPECIFIC TASKS:

- To undertake proactive patrols across the district by foot and in a fleet vehicle to improve feelings of safety, provide a visible presence, utilise enforcement powers that deter crime and anti-social behaviour.
- Carry out investigations with tact and diplomacy in order to establish the facts of an alleged case of anti-social behaviour. This may include conducting an interview in a person's home on a one to one basis.
- Develop, implement, monitor and review individual Action Plans including the drafting and serving of community protection notices and orders.
- To support the preparation of court applications as appropriate.
- To adopt a victim centred approach to case management, ensuring that appropriate support is provided to both vulnerable victims and perpetrators in order to enable intervention and behaviour change.
- To provide high level customer service in line with corporate policy and procedure. To include promoting how to access service support.
- To collaborate with stakeholders and external partner agencies in order to effectively utilise ASB tools and powers.
- Liaise with elected members regarding community safety issues in their ward
- Co-ordinate and attend community engagement events and activities that aim to improve feelings of safety.
- To maintain and utilise the appropriate ASB legislative tools and Community Safety Accreditation Scheme powers on behalf of the Council.

- Maintain accurate records of all work, including pocket notebooks, electronic records and provide reports to the Team Lead on Community Safety related activity.
- To attend case conference/meetings as appropriate.
- To undertake any other duties commensurate with the grade of the post.

It is important to us that you have:

- Excellent customer/communication skills.
- The skills to relate diplomatically and effectively with a variety of people and partner organisations to avoid confrontation.
- The ability to accurately record information in a professional manner to support prosecutions in court.
- Time management skills to proactively prioritise and manage your workload.
- Excellent IT skills.

The nature and level of responsibility of the post are such that the identification of a complete and exhaustive list of duties and responsibilities is not possible. Accordingly, this job description is not contractual but is intended as a guide to be read in conjunction with supporting documentation. This job description will be subject to regular review and may need to change to meet the changing needs of the department.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer, the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

Confidentiality/Data Protection

Winchester City Council has a responsibility to comply with the General Data Protection Regulations (GDPR) in accordance with Government legislation.

Signed.....

Dated.....



PERSON SPECIFICATION

JOB TITLE: Anti-Social Behaviour Patrol Officer **POST NUMBER:** 144
DEPARTMENT: Neighbourhood Services **DATE:** June 2025

Requirements		Weighting	Assessment Method
Skills	Practical, common-sense approach to problem solving	3	A/I
	Empathetic, open minded and able to build trust with residents and partner agencies	3	A/I
	Tact and ability to manage conflict/difficult conversations	3	A/I
	Computer literacy	3	A/I
	Excellent oral and written communication	3	A/I
	Able to prioritise workload to meet changing demands.	3	A/I
	Good attention to detail, maintaining accurate records within agreed service levels and targets.	3	A/I
	Work together with other team members to innovate and deliver excellent service.	3	A/I
Experience	Good knowledge of relevant legislation and ASB best practice.	3	A/I
	Experience of working in ASB enforcement or equivalent.	2	A/I
	Proven experience of working in a highly confidential environment	2	A/I
	Proven experience of building relationships with external agencies.	3	A/I

	Experience of working with a diverse range of people	3	A/I
Personal Qualities	Ability to collaborate with other team members to innovate and deliver an excellent service.	3	I
	Personal resilience/calm and focused under pressure	3	I
	Self-motivated with the ability to plan and work effectively using own initiative.	3	I
	Diplomatic and confidential - Firm but fair approach	3	I
	Flexible approach to work	3	I
Specific Job Requirements	Full UK Driving License	3	A/I
	Good knowledge of ASB legislation.	3	I
	Ability to work some evening and very occasional weekends	3	I
	The postholder must be prepared to work at various sites throughout the district as required	3	A/I
	Must be prepared to take the lead for the ASB specialism within the team	3	A/I
	A disclosure/police check will be required (exempt from Rehabilitation of Offenders Act)	3	I
	Will be required to undertake Community Safety Accreditation Scheme training and vetting.	3	A/I
	The post holder must be able to undertake patrols on foot and use a fleet vehicle as appropriate. They will be required to be out in the district for a	3	I

	<p>maximum of 70% of each working day (approximately 5hrs per day)</p> <p>The postholder will be required to wear a uniform and safety boots as standard practice</p>		
Qualifications	<p>Good general standard of education minimum of grade C or above Maths and English</p> <p>A-level standard or 12 month equivalent experience</p>	<p>3</p> <p>2</p>	<p>A/Q</p> <p>A/I/Q</p>

Weighting

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

Assessment

<i>Application Form</i>	<i>A</i>	<i>Interview</i>	<i>I</i>	<i>Tests</i>	<i>T</i>
<i>References</i>	<i>R</i>	<i>Presentation</i>	<i>P</i>	<i>Evidence of Qualifications</i>	<i>Q</i>