JOB SPECIFICATION

**JOB DESCRIPTION**

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| **JOB TITLE:** | Community Safety Intervention Officer |
| **DEPARTMENT:** | Chief Executive |
| **UNIT:** | Partnerships and Community Engagement |
| **GRADE:** | 7 |
| **RESPONSIBLE TO:** | Community Safety Manager |
| **RESPONSIBLE FOR:** | No Direct Reports |

**MAIN PURPOSE OF JOB:**

1. To lead on community safety intervention and prevention, to tackle issues of community concern and in particular anti-social behaviour.
2. To lead on the council’s response to anti-social behaviour.

**MAIN DUTIES:**

1. To review policy and develop and implement, protocols and procedures (incorporating Government legislation and guidance) in response to anti-social behaviour, and to make appropriate recommendations regarding prevention, enforcement and interventions to the Council.
2. To undertake anti-social behaviour casework. To receive complaints, investigate allegations, interview and advise complainants, identify strategies to respond to valid complaints, and work with partners to address perpetrators behaviour to address and resolve anti-social behaviour.
3. To initiate and develop partnership working with other agencies, such as the Police, Housing Associations and the Hertfordshire CCTV Partnership, in response to anti-social behaviour and to implement strategies to support communities.
4. To support partners to appropriately utilise the powers available under the Anti-Social Behaviour, Crime and Policing Act 2014 to tackle anti-social behaviour including :

* Civil Injunctions
* Community Protection Orders (the coordination of those used by Environmental Health)
* Public Space Protection Orders
* Closure Orders
* Criminal Behaviour Orders

1. To ensure the shared anti-social behaviour database (SafetyNet+) is kept up to date with casework records and ensure risk assessments of victims and perpetrators are completed.
2. To provide statements to partner agencies to use in evidence in court and attend court, if necessary.
3. To support and facilitate the sharing of data and information relating to anti-social behaviour and to represent the council, undertaking assessments and sharing relevant information at inter-agency meetings.
4. To represent the council and administer the Multi-Agency Risk Reduction Group (MARRG) .To organise relevant training for the group and to co-ordinate action plans for review by the Group. To monitor delivery of actions by other agencies and escalate blockages to senior staff in relevant bodies.
5. To co-ordinate any Community Triggers registered with the Community Safety Partnership and to coordinate the multi-agency case review and action planning to try to resolve the problem.
6. Maintain up to date knowledge of health and social care services, referral procedures and safeguarding procedures. To make referrals to appropriate health and social care services for victims and perpetrators. To make safeguarding referrals as required and attend case conferences when invited producing relevant reports.
7. To support and lead the implementation and development of specific community safety and crime reduction initiatives including attendance at public events to promote the service.
8. To develop community engagement initiatives to contribute towards the council’s overall approach to tackling anti-social behaviour, crime and exploitation. This will include submitting funding bids to local and national programmes to support such initiatives.
9. To work as part of the Partnerships and Policy Team, supporting the work of the team, contributing to team meetings and to the development of the annual Service Plan.
10. To provide corporate awareness of any given project ensuring active council participation and to have an advocacy role in promoting community safety activities across the council.
11. To deputise for the Community Safety as required.

18. To safeguard children, young people and adults at risk and make referrals to the

appropriate agency, along with the Council’s Safeguarding Lead Officer.

**NOTES**

This list of duties is not exclusive or exhaustive and the post holder may be requested to perform other duties commensurate with his/her grade and capabilities.

This list of duties will be reviewed with the post holder on a regular basis. The post holder will be kept fully aware of emerging changes in requirements and will be expected to be flexible in their approach to work reflecting the Council’s requirement to work in partnership across the organisation.

**PERSON SPECIFICATION**

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| **Criteria** | | **Essential / Desirable** | **Method of Assessment**  **A - Application**  **I - Interview**  **T - Test**  **D - Documentary**  **Evidence** |
| Qualifications & Training | Educated to a minimum of A level or equivalent and to have relevant training in the fields of social / public policy and community safety or similar equivalent experience. | E |  |
| Experience | Considerable experience in the field of community safety, community planning or policy development in a local government or similar statutory body setting.  Experience of partnership working with external organisations and in particular partners agencies including Police, Fire and Rescue, Probation Services, Registered Social Landlords and the voluntary sector.  Experience of complaint resolution and dealing with aggrieved people and challenging behaviour.  Experience of supporting strategy development and implementation. | E  E  E  E |  |
| Knowledge | Thorough understanding of relevant legislation including Anti-social behaviour legislation.  A broad knowledge of local government and a knowledge of Political and Democratic context in which the Council operates. | E  E |  |
| Competences | **Customer Focus**   * Takes a customer service approach to service delivery. * Strives continuously to exceed customers’ expectations.   **Outcome Driven**   * Assesses and handles risk effectively. * Able to plan and prioritise to meet statutory and organisational deadlines. * Effectively manages resources to achieve results. | E  E |  |
| Competences  continued | **Organisational Focus**   * Works collegiately and corporately with colleagues, is outward looking and willing to work across organisational boundaries to get the right results for customers. * Uses evidence and best practice to achieve results.   **Problem Solving & Decision Making**   * Takes ownership of problems. * Demonstrates initiative and uses good judgment. * Able to identify potential problems, find solutions and escalate appropriately. * Able to find innovative solutions to service challenges.   **Change & Adaptability**   * Takes a positive attitude towards change. * Takes a positive approach to successfully managing change. * Encourages others to embrace and contribute to change. * Enables change to happen with minimal impact on service delivery. | E  E  E |  |
| Skills and Abilities | **Communication**   * Able to effectively liaise with customers, colleagues, outside bodies and Councillors, in writing, by telephone and face to face. * Able to present confidently at Committee and public meetings. * Able to negotiate successfully to achieve objectives. * Able to use tact and diplomacy in managing conflicting priorities.   **Management**   * Able to demonstrate the skills required to successfully manage projects. | E  E |  |
| Skills & Abilities  Continued | **Team Working**   * Able to build effective, supportive working relationships. * Demonstrates a flexible approach to work. * Contributes positively within a team environment. * Willing to share skills, experience and knowledge to develop other team members. * Willing to learn and assist other team members. * Able to self motivate and work with limited day to day supervision.   **Quality of Work**   * Strives to produce written reports of a high quality with a good attention to detail.   **IT/Technical Skills**   * Able to use all Microsoft Office systems to a good standard. * Able to quickly grasp the use of specialised computer packages.   **Research & Analytical Skills**   * Ability to analyse and interpret legislation and complex policy documents. * Demonstrates investigative and analytical skills. | E  E  E  E |  |
| Other Requirements | Driving license and access to a vehicle for work purposes.  Able to attend occasional evening and weekend meetings.  Presents a neat and tidy appearance.  Basic DBS (Disclosure and Barring Service). | E |  |

**COMPLEXITY AND CREATIVITY**

The post holder will need to be able to support complex partnership- working arrangements. Such partnerships involve working with outside organisations such as the Hertfordshire Constabulary, Hertfordshire County Council and Registered Social Landlords. This typically involves liaising with such organisations at a range of levels from junior to more senior officers.

The post holder will be expected to galvanise a wide variety external partners to enthusiastically embrace and become part of the delivery of a range of interventions to tackle issues of community concern and in particular anti-social behaviour.. As a result, the post holder must be committed to the delivery of the desired outcomes for the community and have the ability to enthuse, persuade and negotiate with working partners.

Supporting the diverse work of these partnerships will involve high-level organisational skills and a flexible approach to work. The post holder will be of strong enough character and personality to effectively carry out the various functions to fulfil the role required.

The post is situated in a unit that provides a wide range of services and this will require the ability to deal with diverse client groups in a professional way.

**JUDGEMENT AND DECISIONS**

The post holder will need the ability to participate in partnership working, representing the Council, in a manner that will reflect positively on the Council in its dealings with external agencies. Much of the work involved in this role will require direct liaison with external partners and elected representatives, as a result the post holder will require diplomacy skills and be sensitive to the demands on external organisations. They will need to pay careful attention to balance often conflicting priorities of a variety of external organisations and stakeholders and fully appreciate the political context of decision making.

The post holder will also need to demonstrate good time management skills and will require the necessary judgement to prioritise workloads. He/she must be able to adapt to the service that is being delivered and have the necessary skills and judgement to develop projects and initiatives as well as new procedures as and when appropriate.

The post holder will also be dealing with a very broad range of enquiries both internally and externally to the Council and will therefore require the ability to absorb and interpret information from a range of different services and organisations. The role involves a considerable level of engagement with external partners.

The role also requires some evening work and occasional weekend working outside normal working hours.

**Contacts**

Mainly face to face, in meetings, by telephone, in person and in writing.

**Internal 40%** – Members, Officers, Senior Managers and staff from other Council departments and the Partnerships and Policy Unit.

**External 60%** – External partners including Police, Housing Associations and similar partner agencies, as well as members of the public, customers and suppliers and external partners.