



Job Description and Person Specification

Job Title	Anti-Social Behaviour Officer	
Post Number	P2420	JE Ref:
Grade	PO1	
Other Payments	N/A	
Job Family	Principal Officer Team	
Service	Community and Place Delivery	
Progression	Progression through the grade is dependent on performance against delivery targets, value, and behaviours	
Hours per week	24 Hours	
Accountable to	Anti-Social Behaviour Team Leader	
Date created/ reviewed	October 2025	

JOB DESCRIPTION FOR ANTI-SOCIAL BEHAVIOUR OFFICER

Job Purpose

To lead on investigation and delivery of effective solutions in response to cases reported to the Anti-Social Behaviour Team, including, but not limited to, anti-social behaviour, domestic violence, safeguarding and hate crimes. To chair multi agency meetings such as the Community Protection meeting and to represent the Council and Anti-Social Behaviour team at various multi-agency case work meetings at District and County level. To provide information, advice and guidance regarding relevant legislation and corporate policy to residents, officers, members and strategic partners.

Accountabilities

1. To investigate and manage cases reported to the Anti-Social Behaviour team, including, but not limited to, anti-social behaviour, domestic violence, safeguarding and hate crimes, taking action as needed.
2. To take appropriate action, in line with Council procedures, good practice and relevant legislation. Action includes issuing Injunctions, dealing with injunction breaches, issuing possession proceedings and attending evictions, making referrals to support agencies, attending multi agency core group and safeguarding meetings.
3. To obtain high quality evidence, acting as a professional witness, preparing and taking statements and attending Court when needed to progress enforcement action on behalf of the Council. This includes liaison and negotiation with defence

solicitors and barristers.
4. To provide expert advice to the tenancy management and homeless teams, assisting senior staff and partner agencies, making recommendations in relation to good practice, legislation and corporate policy.
5. To develop and manage to completion projects emerging from gaps in service and emerging issues in partnership with CSP partners and the Community Engagement team.
6. To develop and deliver expert training to internal and external staff on anti-social behaviour, domestic abuse and safeguarding.
7. To represent the Council at multi agency meetings such as the Community Protection meeting, MAPPA and MARAC and Child Protection Conference.
8. To deputise for the Anti-Social Behaviour Team Leader including case management of anti-social behaviour, domestic abuse and safeguarding. Supporting Community Safety colleagues in providing an effective service to the public, members, officers, and partner agencies.
9. Represent the service compiling and presenting reports to the Housing Review Panel, internal hearings and Council committees as required.
10. Keeping accurate records on a range of housing software and anti-social behaviour case management systems.

Demands

Mental Demands

- Able to manage complex caseload and multiple deadlines at the same time (weekly).
- Able to represent the Council at court in respect of possession cases, injunctions closure orders and other cases as they arise.
- Able to remain calm and professional when dealing with cases that involve distressing or aggressive situations (weekly).
- Able to clearly present complex information to residents, officers, Members and partners verbally and in writing (quarterly);
- Able to develop completely new ideas and solutions based on good quality evidence (monthly).
- Able to analyse and interpret information and data relating to service management and delivery and propose improvements (weekly);
- Able to keep up to date with best practice through research and networking and apply it in practice (monthly).

Physical Demands

- Much of the post holder's time will be spent liaising with residents out in the community (both victims and perpetrators), with partner agencies and colleagues across the Council and Community Safety Partnership (daily).
- Investigations may require the post holder to enter premises or locations that are derelict, damaged or which contain hazardous items such as fly tipped refuse.

- Whilst undertaking surveillance there may be a need to work late at night, and outdoors in wet/cold weather conditions.

Emotional Demands

- Regular direct involvement in cases that can include assault, domestic violence, murder, child abuse, mental illness, prostitution, drug use (weekly).
- Witnessing people in states of distress, sometimes severe (weekly/monthly).
- Exposure to volatile situations, threats and possible violence (monthly/annual).

Working Conditions

Normal office conditions with site visits.

Other Employment Requirements

The job holder would be required to attend evening meetings as and when required.

- This job may be suitable for hybrid working.
- The post holder would be required to attend evening/weekend meetings on an occasional basis and/or carry out surveillance out of normal working hours.
- The post holder will be expected to obtain a Security Industry Association Licence (CCTV non front line) if they do not already have one.

ROLE SPECIFIC PERSON SPECIFICATION COMMUNITY PROTECTION OFFICER				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Degree, or equivalent level qualification, or relevant experience equivalent to having gained this level of qualification.	X		A, D, I

Q2	Appropriate level of membership to Chartered Institute of Housing or similar.		X	A, D, I
Q3	Security Industry Association Licence (CCTV non front line).		X	I
Knowledge				
K1	Excellent knowledge of Housing Acts, Crime and Disorder Act 1998, Anti-Social Behaviour Act 2003, Police and Criminal Evidence Act 1984, Serious and Organised Crime Act 2005.	X		A, I, T
K2	Excellent knowledge of all relevant case law and precedent in relation to the above.	X		A, I
K3	Knowledge of protocols in taking statements and making court appearances.	X		A, I
K4	Understanding of corporate equalities standards and diversity issues and impact in immediate work and service area.	X		A, I
K5	Knowledge of tenant's responsibilities and landlord responsibilities to tenants and the wider community.	x		A, I
K6	Awareness of data protection, security and confidentiality issues within local government sector.	X		A, I
Experience				
E1	Two years' experience of working for a social landlord and effectively planning and managing your own caseload.	X		A, I, R
E2	Dealing with victims and perpetrators in volatile and/or distressing situations.	X		A, I
E3	Interpreting varied information and situations and develop plans and solutions over the short/medium term.	X		A, I
E4	Effectively communicating ideas and information to residents and stakeholders.	X		A, I
E5	Effectively influencing, negotiating with and persuading others.	X		A, I
E6	Effectively dealing with service requests from internal and external stakeholders.	X		A, I

E7	Production of statements & reports for enforcement action (including redaction).	X		A, I
E8	Attending and effectively presenting evidence at County, Magistrates and Crown Court.	x		A, I

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#)