



ROLE PROFILE FOR COMMUNITY SAFETY OFFICER

Role Title: Community Safety Officer

Service: Corporate Enforcement

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Corporate Enforcement Manager

Role Purpose

To deliver the Council Community Safety Service and the necessary collaborative approach required to fulfil this statutory role to ensure that Surrey Heath remains a safe place to live, work and visit. To be experienced with working in a multi-agency environment and to have relevant operational knowledge to ensure that any high-risk situation can be mitigated using the existing legislative framework.

Main Duties and Accountabilities

Knowledge and Expertise

- To work collaboratively to ensure that Surrey Heath is always a safe place to live, work or visit.
- To have experience of managing a comparable community safety role/service.



- Ability to gather information, data and identify trends to produce excellent written, verbal and presentation skills relating to all areas connected with Community Safety.
- To be a collaborator, with an ability to work on own initiative and set clear outcomes, objectives and timescales to achieve.
- Support the Community Safety Partnership, by developing the partnership strategy and annual plan collaboratively with partners. To support the organisation of the meeting, and report creation and writing, as necessary.
- Chair the Community Harm and Risk Management Group, the Joint Action Group and any other relevant sub-groups focussing on high-risk cases in providing effective solutions to support those who are vulnerable in our community.
- Experienced in managing the Anti-Social Behaviour complaints received in the Council, and work with partners in providing a co-ordinated approach and or escalate incidents of non-compliance that may result in prosecution or fines.
- Manage the ongoing Boroughwide Public Space Protection Order, which includes review consultation exercise as necessary, develop and or update existing policy via the Council Executive by channelling within the auspices and compliance of ASB Crime and Policing Act 2014.
- Chair the CCTV Management Group, the first stage sets out to establish and oversee the introduction of a co-ordinated departmental approach to ensure the Council is compliant with all relevant legislation, second stage to implement a new re-deployable CCTV service in Surrey Heath together with a new Council Policy.
- Oversee and commission the Sanctuary Scheme requests for victims of domestic abuse.
- Work with colleagues both internally and externally to embed the Domestic Abuse Act 2021.
- To be the Counterterrorism and Prevent representative for the Council.



- Review new legislation relating to Council and Community Safety Partnership responsibilities that lead to instigate, and evaluating change within existing policy, and or creation of new policy implementation, i.e. New Domestic Abuse Act 2021, New Legal Duty to prevent and reduce serious violence, (part of the provision in the Police, Crime, Sentencing & Courts Bill).
- To take on additional duties as required to enhance both the role and develop your skills.
- Proven understanding of crime, crime reduction and issues relating to community safety issue including anti-social behaviour, Domestic Abuse, partnership working, safeguarding and risk management and a good operational understanding of all present legislation framework e.g. Crime and Disorder Act 1998, ASB Crime and Policing Act 2014.
- To be a Council point of contact and expert with extensive Safeguarding knowledge and experience, i.e. undertake LADO reviews when/if necessary.
- Experienced in managing the Anti-Social Behaviour complaints received in the Council, and work with partners in providing a co-ordinated approach and or escalate incidents of non-compliance that may result in prosecution or fines and manage the Community Trigger review process.
- Manage all aspects of the Council responsibilities relating to the policy, and operations relating to the ASB Police and Crime Act 2014, which ranges from, Community Protection Notices, Injunctions, closure order, continually review and monitor the process and instigate policy updates as necessary to ensure of legal compliance.
- To be a single point of contact when a Domestic Homicide Review occurs to enable this Home Office directed statutory process.
- To be experienced with working in a multi-agency environment and to have relevant operational knowledge to ensure that any high-risk situation can be mitigated using the existing legislative framework, and to manage the Community Trigger process for the Council and instigate reviews, as necessary.



- Good knowledge of: Box, ECINS, Microsoft windows applications, word, excel, PowerPoint.

Relations with People (Internal and External)

- Excellent communicator skills both verbal and written connecting people to the right services that are available locally.
- To deliver an efficient, effective, sensitive, fair, transparent, and accessible community safety service to both external and internal clients.
- Manage workload to ensure that all tasks can be completed in a timely manner.
- To review data, and trends from both internal and partner data to initiate localised plans to meet local priority needs, manage and mitigate risk. Monitor, and record client information/interviews recommend action where breaches in legislation have occurred. and review performance.
- Lead officer developing the Strategic Plan for Surrey Heath Partnership, which focuses on the annual plan and budgets.
- Manage the Community Safety Grant Scheme, record, and manage authorised grant payments and disseminate information to Portfolio Holder, Leader of the Council as required.
- Key link to Communications team relating to Community Safety messages.
- To identify opportunities and where appropriate and co-ordinate the working between partners to effectively support those at risk.

Creativity and Innovation

- Be able to find different solutions within prescribed legislation to deal with anti-social behaviour and other community safety issues and concerns relating to risk and local impact.

Financial Accountability



- Manage the Community Safety Budget and keep the Community Safety Partnership updated on remaining reserves, prepare bids too other schemes to fund projects, such as the ECINS service.
- Advise Community Safety Partnership of budget requests against this budget

Impact upon the Organisation & the Community

- Use all partnership routes to promote information available from the various resources available. To develop the policy that represents the council's single point of contact that provides a clear, timely and effective advice for the organisation on government legislation and other community impact issues in the areas of enforcement, and community safety.
- To communicate representing the Council at all levels.
- To develop and create the policy that represents the council's single point of contact that provides a clear, timely and effective advice for the organisation on government legislation and other community impact issues in the areas of community safety.

Management & Supervisory Responsibilities

- None

Initiative & Independent Action

- To develop projects to deliver the Surrey Heath Partnership priorities.
- To identify/retain either new/existing Community Safety statutory responsibilities and develop plans and or projects collaboratively to ensure that Surrey Heath is a safe place to live, work and visit.
- To actively engage by listening, evaluating, and offering guidance as to options that are available in working to meet expectations.



- To have the ability to manage and develop innovative solutions in dealing with complex sensitive issues for some who are at substantial risk and vulnerable.
- To chair/host meetings both in the Authority and externally, as required
- To have the experience and knowledge to manage the broad range of local issues that occur in the community safety area.
- To develop and implement new policies, when necessary, as the result of changing legislation or meeting the local needs and priorities, e.g. New CCTV Policy.

General

- Knowledge of the Council Constitution, including scheme of delegation
- Knowledge and understanding of the political makeup and sensitivities of the Council
- Local Government Knowledge
- Statutory Partners operational knowledge i.e. Surrey Police, CCG, County Council.
- Local knowledge of the Surrey Heath area
- Council priority knowledge Annual Plan / Corporate Objectives
- Be willing to undertake any other related duties as required

Customers and Contacts

Important Internal Relationships

- All Council areas
- Elected members
- Environmental Health
- Enforcement Team
- Family Support Service
- Housing Team
- Legal Services



Important External Relationships

- Surrey Police
- OPCC Office
- SCC Elected members
- Community Safety Adult Social Care
- Children's Services
- SFRS
- Surrey Children's & Adults Safeguarding Partnership
- Accent Housing Association
- Catalyst
- Alpha Extreme
- Probation Service
- Surrey & Borders NHS Trust
- Community Mental Health Recovery Service.
- Frimley Clinical Commissioning Group
- Frimley Park Hospital
- Your Sanctuary DA
- Camberley BID
- Local Voluntary Organisations.



Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Educated to Degree Level or equivalent standard or extensive knowledge	Essential	Application
Minimum of BTEC Level 3 Advanced Award in Community Safety, Crime & Nuisance Management:	Desirable	Application

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
A thorough knowledge and operational understanding of the Anti-Social Behaviour, Crime and Policing Act 2014, The Crime and Disorder Act 1998 and the statutory guidance frameworks. For example, experience of creating links between Community Partnerships and agencies to help identify and deliver projects	Essential	Application
Political awareness and sensitivity to democratic process	Essential	Application
Well developed negotiation, communication and presentation skills	Essential	Application



Effective ICT user, able to efficiently complete admin tasks and produce reports	Essential	Application
Ability to represent the Council at at events and meetings	Essential	Interview
Ability to look ahead and think strategically	Essential	Application

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to work effectively with elected members, senior managers and staff at all levels	Essential	Interview
Demonstrates ability of developing strong relationships with external groups and partners	Essential	Interview
Coordinate projects with partners that work towards mutually beneficially outcomes	Essential	Interview
Experienced with organising and leading both internal and external meetings	Essential	Interview
Excellent interpersonal and customer service skills	Essential	Interview
Excellent written and verbal communication skills with ability to present information to others	Essential	Interview
Good negotiation and influencing skills	Essential	Interview

Creativity and Innovation



Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to identify community needs and/or gaps in service provision, and provide ideas for solutions	Essential	Essential
Ability to provide a logical, analytical and innovative approach to problem solving	Essential	Interview
Ability to manage conflicting priorities and achieve objectives	Essential	Interview

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability and proven experience of managing budgets and delivering efficiencies	Essential	Application, interview

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to work, communicate and consult effectively across multiple Council and partner services to solve issues	Essential	Interview



A style that fosters trust and respect from community organisations	Essential	Interview
Appreciation of unique challenges created by managing volunteers/volunteer groups	Essential	Interview

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience of working a part of a team, utilising all knowledge and skills to achieve best outcomes	Essential	Interview

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience of making decisions, taking responsibility and problem solving	Essential	Interview
Confidence to assess unusual scenarios and decide appropriate course of action, recognising when additional support is required	Essential	Interview
High level of personal organisation and motivation	Essential	Interview
Ability to set, plan and manage workload	Essential	Interview



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Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Must have a resourceful, confident and enthusiastic approach to work	Essential	Interview
Must be results orientated and committed to doing an excellent job	Essential	Interview
Must remain calm under pressure	Essential	Interview
Friendly and outgoing	Essential	Interview
Diplomatic and inspiring confidence and respect	Essential	Interview
Trustworthy and behaving at all times with integrity	Essential	Interview
A positive, flexible, 'can do' attitude	Essential	Interview
Ability to participate in the Council's Civil Emergency arrangements and assist the Council with the elections	Essential	Interview
Full Driving Licence	Essential	Application

DBS Requirements

- Enhanced Check

