

JOB DESCRIPTION

JOB TITLE: Tenancy Enforcement/ASB Officer

DIRECTORATE: Landlord Services

POST NUMBER: TBC

GRADE: Scale 5

ACCOUNTABLE TO: Area Housing Manager

POST OBJECTIVE:

To protect the integrity of local authority tenancies by enforcing tenancy conditions, tackling anti-social behaviour, and promoting safe, sustainable communities through a balanced approach of enforcement, prevention, and partnership working.

To manage and co-ordinate the effective response of housing related anti-social behaviour (ASB) and complex case management.

To drive high performance of successful outcomes when managing and resolving ASB cases, ensuring that services and partners work together to address housing related ASB issues and information is gathered to form part of an overall risk management and action plan.

To contribute to developing, implementing, and keeping under review ASB processes and working practices, whilst ensuring there are consistent and clear pathways of escalation, de-escalation and enforcement when managing perpetrators and victims of ASB.

To provide support and direction to other Housing Officers who have ASB duties as part of their role, to bring about successful outcomes to all housing related ASB, including proactively investigating and responding to allegations of anti-social behavior, harassment, and nuisance/criminal behaviour.

SPECIFIC TASKS:

1. Anti-Social Behaviour (ASB) Management

- To investigate ASB and Domestic Abuse (DA) cases from first point of contact if the ASB threshold is met and receive case referrals from and liaise closely with Housing Officers, to investigate and take effective action in cases of serious anti-social behaviour.
- Respond to ASB and DA reports from residents, councillors, and partners.
- Interview complainants and alleged perpetrators.
- Assess risk by completing risk assessments and action plans and apply harm-based approaches ensuring all parties are kept updated.

- Issue warnings, Acceptable Behaviour Contracts (ABCs), Community Protection Warnings (CPW's) and Notices of Seeking Possession (NSPs) and pursue legal action where necessary.
- Liaise with partner agencies as appropriate, police, safeguarding, community safety, community mental health teams, Victim Support and mediation services (this list is not exhaustive)

2. Tenancy Enforcement

- Prepare legal notices (NSP's, Notice to Quit (NTQ), injunctions, witness statements etc.).
- Represent Winchester City Council at court hearings and evictions.
- Work with Housing Officers, partnership agencies and legal teams to compile evidence and statements.
- Contribute to the delivery and development of anti-social behaviour management and tenancy enforcement, providing a robust ASB service that supports victims and perpetrators.

3. Resident & Community Support

- Support victims and witnesses of ASB.
- Engage tenants in tenancy sustainment when enforcement is not suitable.
- Attend resident meetings, community walkabouts, and case conferences.
- Provide regular case updates to residents and stakeholders.
- Make appropriate referrals to Victim Support, Mediation and Assessment Services, Children's/Adult Services, Community Mental Health Teams (CMHT) and the Police, ensuring appropriate support is provided to vulnerable victims and perpetrators.

4. Case Management

- Maintain accurate, detailed case files on internal systems.
- Adhere to GDPR, safeguarding, and evidence protocols.
- Ensure timely closure or escalation of cases.
- Produce reports and performance data on ASB and tenancy enforcement for Senior Management.
- Oversee case records to ensure comprehensive reports are maintained, are accurate, up to date with regular risk reviews using a robust risk led approach to case management when dealing with victims and perpetrators of ASB.

Key Skills & Competencies:

- To maintain up to date knowledge of current relevant legislation (civil and criminal) and best practice in relation to anti-social behaviour and advise other team members.
- Skilled in conflict resolution, negotiation, and legal processes
- Ability to manage high-pressure, emotionally charged situations
- Excellent written and verbal communication
- Proficiency in case management systems
- Experience working with police, legal teams, and other relevant partners

GENERAL TASKS:

1. Provide high standards of customer care at all times, in accordance with the Council's Customer Service Standards.
2. Adhere to the Council's Health & Safety, Customer Care, Equal Opportunities, Confidentiality/Data Protection, Safeguarding and other relevant policies.
3. Be aware of, and keep up to date with, current relevant legislation.
4. Contribute to the development and implementation of effective procedures that ensure continuous service improvement to meet the needs of customers, regulators and other stakeholders.
5. Ensure the team maintains a duty system for tenants contacting the Housing Service.
6. To undertake occasional evening and weekend work.
7. Undertake any other duties commensurate with the post.

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.



PERSON SPECIFICATION

JOB TITLE **Tenancy Enforcement/ASB Officer** **POST NUMBER:** **200**

DEPARTMENT: **Housing Operations** **DATE:** **July 2025**

Requirements		Weighting	Assessment method
Skills	• Able to communicate clearly and effectively in writing and in person with people at different levels and of all abilities	3	A/I
	• Able to assimilate ASB legislative changes ensuring this is communicated to other Team members	3	A/I
	• Uses problem solving skills	3	A/I
	• Excellent time management, ability to prioritise workload and meet targets	3	A/I
	• Accurate record-keeping	3	A/I
	• Excellent listening, questioning and negotiation skills	3	A/I
	• Work well in a team; builds rapport with others	3	A/I
Experience	• Experience of working in a social housing environment	2	A/I
	• Tenancy Housing Officer experience	2	A/I
	• At least 3 years experience of tenancy enforcement and preparing legal documentation	3	A/I
	• Sound knowledge of legal and regulatory framework to tackle anti-social behaviour	3	A/I
Personal qualities	• Confident & personable manner	3	A/I
	• Diplomatic and confidential	3	A/I
	• Able to work under pressure and a willingness to meet deadlines	3	A/I
	• Target and performance motivated	3	A/I
Specific job requirements	• Customer focussed and committed to delivering high customer satisfaction	3	A/I
	• Able to meet travel requirements of the post	3	A
	• Ability to work occasional evenings & weekends	2	A

	• Awareness & understanding of the Social Housing sector • Good knowledge of Housing Legislation and current best practice • Good knowledge of best practice regarding ASB and tenancy fraud	3	A/I
		3	A/I
		3	A/I
Qualifications	• Minimum of CIH Level 4 or equivalent through relevant training/experience • Educated to A level standard or equivalent	3	Q
		3	Q
<i>Weighting:</i> 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			

<i>Assessment:</i>					
<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>