



Public Reassurance and ASB Officer Candidate Pack



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difference
Work for your
local council



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DARTFORD
BOROUGH COUNCIL

About the role



Public Reassurance and ASB Officer

Directorate – Housing and Public Protection

Department – Environmental Health and Regulatory Services

Grade – D

Salary – £29,087 per annum rising to £31,554 per annum after 12 months' satisfactory service

Hours - 37 hours per week – Monday – Friday

About the role

Are you passionate about making a positive difference in the community and helping people feel safer? An individual to join its well-established and highly respected Community Safety Unit (CSU).

As Public Reassurance and ASB Officer, you will play an active and valued role within a small, dedicated team working to prevent and reduce anti-social behaviour, support victims and help maintain confidence in the Council's response to community safety issues. The role will support the CSU in meeting its statutory obligations under the Crime and Disorder Act 1998, with a particular focus on recording, maintaining and monitoring ASB cases using approved data systems, coordinating appropriate actions and ensuring that victims of crime and anti-social

behaviour (ASB) are kept informed, supported and reassured throughout the process.

You will have the opportunity to work directly with victims, witnesses and communities, including taking and drafting witness statements, identifying appropriate ASB tools and powers, and supporting effective action against perpetrators. This will include supporting the appropriate and proportionate use of tools and powers available under the Anti-social Behaviour, Crime and Policing Act 2014, such as civil injunctions, community protection notices, public spaces protection orders, dispersal powers and closure powers, where relevant to the circumstances of the case. Strong partnership working will be central to the role, and you will liaise with teams across Dartford Borough Council as well as external partners including Kent Police, Community Wardens, private and social housing providers and other agencies to investigate, manage and reduce incidents of ASB.

This post is considered by DBC to be a customer-facing position. The Council therefore has a statutory duty under Part 7 of the Immigration Act (2016) to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements.

Skills, Knowledge and Experience:

The post holder will also support the coordination and management of ASB Case Reviews, ensuring that requests are handled in line with local procedures and statutory expectations. This will include gathering and reviewing information from partner agencies, supporting multi-agency discussions, maintaining accurate records, identifying learning and ensuring victims are kept informed throughout the process.

This is a varied and rewarding role where you will also help promote the work of the CSU and improve public understanding of its role in tackling crime and anti-social behaviour. This will include attending and participating in community meetings, contributing to public reassurance activity.

You will also provide administrative and operational support to the day-to-day running of the CSU, assisting with projects, events and the Dartford Town Against Crime (DTAC) Business Crime Reduction Partnership scheme. We are looking for someone with experience of dealing with victims and perpetrators of low-level crime and anti-social behaviour, together with experience of working with internal departments and external organisations to tackle anti-social behaviour and wider community safety issues within a local authority area.

You should have an understanding of the Crime and Disorder Act 1998, the Anti-Social Behaviour Act 2003 and the Anti-social Behaviour, Crime and Policing Act 2014, including how relevant legislation, tools and powers can be used appropriately and proportionately to address anti-social behaviour and support safer communities.

The Community Safety Unit is based in a co-located office at the Civic Centre, working alongside other Council services and Kent Police. The post offers the opportunity to be part of a collaborative environment and to work with colleagues across areas including environmental enforcement, licensing and Parking Services.

This is a public-facing, full-time post. Some evening and weekend working will occasionally be required. You must hold a full driving licence and have access to a vehicle, for which a mileage allowance will be paid. The successful candidate will be required to obtain Police Vetting Level 2 and an Enhanced DBS check. The Council operates flexi-time working and a hybrid working policy.

Disability Confident Employer

DBC is Disability Confident Employer and welcomes applications from candidates with a disability.

We operate a Guaranteed Interview to any candidate with a disability who meets the minimum criteria for the role. If you have a disability and are applying for a particular role, please ensure that you indicate this on your application form, and advise us of any reasonable adjustments which you may require.

A disability under the Equality Act 2010 is defined as a physical or mental impairment which has a substantial and long term adverse effect on your ability to carry out normal day to day activities.

Care Leavers

We will offer an interview to care leavers who meet the minimum criteria for the post. If you are a care leaver, you must inform us of your care leaver status at the time of your application.

Armed Forces

As part of the Council's commitment to the Armed Forces Covenant and to ensure that ex-armed forces personnel are not disadvantaged as a result of their service, veterans of the armed forces and/or their spouses/civil partners, applying for a job at the Council will be guaranteed the offer of an interview, provided that:

- They or their spouse/civil partner are currently serving in the armed forces and are within 12 weeks of their discharge date
- They or their spouse/civil partner were in long-term employment with the armed forces within the last five years
- They meet the essential criteria for the advertised role
- They confirm that they wish any application for a post at the Council to be considered under the guaranteed interview scheme.

How to apply

Please apply via:

<https://www.dartford.gov.uk/by-category/jobs-and-careers/job-vacancies-at-the-council>

Do not send your CV – only fully completed application forms via the link above will be accepted

We reserve the right to close this vacancy before the advertised closing date. Please apply early to avoid disappointment.

Shortlisted?

Shortlisting and selection will be based on the job profile and experience required. You will need to address these requirements in your application drawing on any experience you have gained at work or in a voluntary capacity. You should give examples of how you meet the criteria outlined in the job profile and the Council's Core Behaviours. If you are unable to explain how you meet the requirements of the role, we may not be able to shortlist you.

Closing date:

23:59 23rd August 2026

Interview date:

Week commencing 31st August 2026



DARTFORD
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About the Council



Why Dartford

'Dartford is a place of quality, choice and safety. A place where great communities, concern for the environment and a successful economy support people who want to live, work and enjoy leisure time.'

Dartford Borough Council is one of the most exciting places to work in the region. Not only are we working on some special projects to improve life in the borough but we also have one of the most accessible offices in the country.

Our Commitment to Equality and Diversity

Dartford Borough Council is committed to equal opportunities policies and action to ensure that the best candidates for any post are appointed irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. We operate a name-blind recruitment process and remove candidates' personal information to ensure that people will be shortlisted for interview on merit.

Our aim is to remove barriers to employment, promotion and development so that all employees have equal access to these on the basis of ability and the requirements of the job.

We are committed to challenging inequality, discrimination and disadvantage and to achieving the highest standard of employment practice. Equality of opportunity for all sections of the community and workforce is an integral part of this commitment, and we welcome applications from all sectors of the community.

The Council has signed up to the Disability Confident Scheme. Through Disability Confident, we are working to ensure that disabled people and those with long term health conditions have the opportunities to fulfil their potential and realise their aspirations. We are committed to interviewing all disabled candidates who meet the minimum criteria for the role. In addition the Council will where possible make reasonable adjustments to ensure the interview process is accessible to disabled candidates.



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Getting to us

Civic Centre
Home Gardens
Dartford
Kent DA1 1DR

By car...

The Civic Centre can be accessed via A206 to the north, A282/M25/M20 to the east and the A2 to the south. The A226 Dartford Road links Bexley to Dartford Town Centre. The Council offers free car parking for staff.

By train...

Dartford Civic Centre is situated opposite Dartford station. Dartford is part of the TfL Oystercard area and there are regular and frequent services from Central London (Charing Cross, Victoria and London Bridge). In the opposite direction there are regular services to Gravesend and the Medway Towns with connections to Canterbury and the Kent Coast.

By bus...

Good bus services serve Dartford town centre, including TfL buses, and the Fastrack rapid transit system. Bus stops in Home Gardens, two minutes walk to the Civic Centre, are served by:

- TfL bus routes 96, 428 and 492
- Fastrack bus routes A, B & C
- Arriva Sapphire bus services routes 480 & 490 between Dartford Town Centre and Gravesend.

By bike...

Dartford Town Centre lies on strategic cycle routes. View the routes on the Explore Dartford Maps:

https://explorekent.org/wp-content/uploads/2020/06/EK-DARTFORD_PRINT.pdf

[Link to map and more info](#)

Dartford Borough Council Civic Centre



Core Behaviours

Values are a key component of a healthy workplace culture because they clarify how the Council and its staff should behave and help to ensure that everybody is working towards the same goals. They provide the framework within which employees can test decisions, accomplish tasks, and interact with others.

The Council's core behaviours reflect the special qualities that attract, engage and retain the talent that we want; and will be used to shape our culture by influencing the work we do, and how we do it. These behaviours focus the way we expect employees to approach daily business practices, conduct communications and interact with one another.

The Council has five core behaviours that guide the way we think and act as an organisation, and each member of staff is responsible for incorporating them into their day to day roles.



Core Behaviours

Communication

Demonstrated by:

- Actively listening to customers and colleagues and asking questions to provide clarity
- Seeking to understand customer and colleague needs and proactively looking for ways to exceed expectations
- Being clear, concise and courteous
- Providing regular and timely feedback
- Leaving a positive impression of the Council

Respect

Demonstrated by:

- Creating trusted relationships with customers, colleagues and communities to achieve mutual goals
- Treating customers and colleagues with respect and dignity and valuing others as individuals
- Learning from others and valuing differences
- Being thoughtful, tactful and considerate
- Acting with integrity, loyalty and trust

Accountability

Demonstrated by:

- Taking the initiative and ownership of our decision, actions, performance and behaviour
- Learning from our mistakes and seeking out opportunities to improve
- Delivering on promises to customers and colleagues
- Being proud of what we do

Adaptability/Flexibility

Demonstrated by:

- Displaying a 'can do' attitude and being innovative
- Embracing change
- Getting out of our comfort zones and creating our own opportunities
- Looking for the positive in every situation
- Challenging negativity and bad behaviour

Collaboration

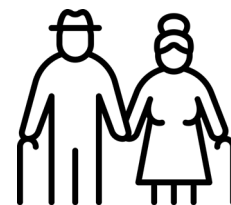
Demonstrated by:

- Sharing ideas and challenges with our colleagues and actively seek out their opinion
- Working together beyond departmental boundaries to achieve superior results
- Ensuring everyone has an equal opportunity to share and contribute ideas
- Being part of the solution

Total Reward Package

Pension

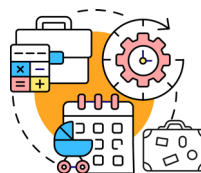
We are part of the Local Government Pension Scheme (LGPS). There is a 50/50 section which enables a member to pay half rate contributions for half the benefits. The LGPS is a career averaged revalued scheme (CARE), which means your benefits are based on your salary for each year you are in the scheme. Your contribution rate, based on your salary, is 6.5%



Holiday Entitlement

You will be given a generous holiday entitlement of 162.8 hours (equivalent of 22 days) plus a further 37 hours (equivalent of 5 days) after five years of continuous DBC service, and a bank holiday entitlement per annum.

These amounts are pro-rated for part-time hours.



Car Parking

Free car parking for work



Private Medical Insurance

Subsidised private medical insurance for employees on Grade H and above on application



Shared Cost AVC's

LGPS members have access to our Shared Cost Additional Voluntary Contribution (Shared Cost AVC) scheme, which offers you a cost-efficient way to invest in your financial future.



Professional Membership Fees

The cost of one membership a year to a professional organisation that you require for your job



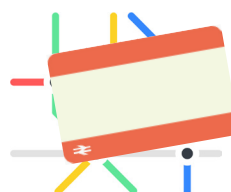
Car Loan

A loan to assist you with buying a car, subject to certain criteria being met



Season Ticket Loan

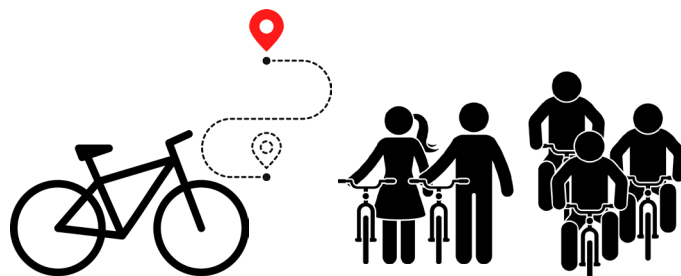
An interest free loan to assist with the purchase of a season ticket to travel to and from work



Total Reward Package

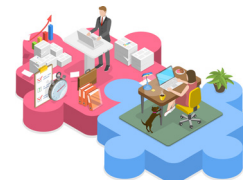
Cycle to Work

A salary sacrifice arrangement which allows employees to purchase a bicycle for travel to work. The scheme allows the cost to be spread over a monthly deductions and also reduces the employee's tax and national insurance costs.



Hybrid Working

A Hybrid Working Policy which allows you to work part of your week remotely (depending on role and in agreement with your line manager)



Flexi-Time Working

A flexi-time working scheme (in agreement with your line manager)



Wellbeing

We have achieved the national Workplace Wellbeing Charter accreditation demonstrating our commitment to proactively championing a health workplace culture.



Employee Assistance Programme

Access to a free and confidential Employee Assistance Programme which offers support for a wide range of issues including telephone and face to face counselling



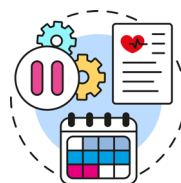
Occupational Healthcare

An occupational health service to support employees in the management of health issues.



Occupational Sickness Pay

Generous sick pay based on length of service



Total Reward Package

Flu Vaccinations

Free flu vaccinations on an annual basis



Eye Care

Assistance with the cost of an eye test and glasses or contact lenses for working with computer screens



Fairfield Leisure Centre Discount

20% discount on Premium Membership



Employee Benefits Portal

A host of benefits, deals and offers via our online benefits portal including, but not limited to, shopping, travel and activities



Family Friendly Policies

An enhanced package of Maternity, Adoption, Paternity, Parental, Shared Parental and Parental Bereavement Leave



Compassionate Leave

Up to 10 days paid leave following the death of a close relative



Cadet and Reserve Armed Forces Leave

Up to 10 days paid leave per year to take part in duties or training.



Public Duty Leave

Additional leave for members of certain public bodies to undertake duties



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Job Profile

Job Title: Public Reassurance Officer & ASB Officer

Grade: D

Reporting to: Community Safety Manager

Responsible for: N/A

Experience:

- Experience of dealing with victims and perpetrators of low-level crime and Anti-Social Behaviour. Working with internal departments and external organisations to tackle Anti-Social Behaviour and community safety issues within the local authority area.
- IT literacy: proficient in Microsoft Office applications (Word, Excel, PowerPoint and Outlook).
- Communication: strong and proven verbal and written communication skills to work with residents, colleagues and partner agencies.
- Organisation: strong and proven organisational skills, with the ability to manage competing priorities and meet deadlines. Working within a small team strong and proven ability to adapt to increased workloads and competing deadlines.

Specialist Knowledge:

- An understanding of the Crime and Disorder Act 1998, Anti-Social Behaviour Act 2003 and the Anti-Social Behaviour, Crime and Policing Act 2014.
- Awareness of information governance requirements, including UK GDPR, Freedom of Information, and safe information sharing, handling and retention.

Qualifications:

- Police Vetting Level 2.
- Educated to GCSE level 4 in English and Mathematics or equivalent.

Special Circumstances:

- Driving Licence required
- Occasional Evening and weekend working. Public Facing Role.

Key activities:

Working within the Community Safety Unit (CSU), the Public Reassurance Officer & ASB Officer will provide a visible, responsive and professional service to residents, businesses and partner agencies. The post holder will support the Council's statutory responsibilities under the Crime and Disorder Act 1998 and relevant anti-social behaviour legislation by preventing, investigating, recording and responding to incidents of anti-social behaviour, community tension and disorder. The role is central to improving public confidence in the Council's approach to community safety. The post holder will engage directly with victims, witnesses, complainants, perpetrators, local communities and partner organisations to provide reassurance, gather intelligence, support proportionate enforcement action, and deliver practical interventions that reduce harm and improve feelings of safety across the Borough.



This, together with the competency levels is a description of the job as it is at present constituted. It is the practice of this Council to periodically review and update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. You will be expected to participate fully in any discussions and, in connection with them, to re-write your job profile to bring it up-to-date if this is considered necessary or desirable, and to discuss it with your immediate superior. It is the Council's aim to reach agreement on reasonable changes, but if agreement is not possible the Council reserves the right to insist on changes to your job description after consultation with you. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you. All aspects of the post are to be carried out in compliance with the Council's overall Policies and Procedures, and all post holders will frequently have access to confidential information and will maintain such confidentiality as required by the Council.

- Receive, assess, record, monitor and manage ASB reports and related casework using approved Council systems, including Enforcer and DISC where appropriate, ensuring records are accurate, timely, evidence-based and audit-ready.
- Provide effective support, updates and reassurance to victims, witnesses and complainants, including obtaining relevant information, drafting witness statements, maintaining contact and managing expectations professionally.
- Identify risk, vulnerability, repeat demand and safeguarding concerns at the earliest opportunity, escalating matters appropriately and working with relevant agencies to reduce harm.
- Gather, assess and share intelligence lawfully and proportionately to support problem solving, enforcement, prevention activity and partnership responses to local community safety issues.
- Use appropriate ASB tools, powers and interventions under the Anti-social Behaviour, Crime and Policing Act 2014, and any other relevant legislation, in a fair, proportionate and evidence-led way. This includes supporting the use of informal and formal interventions such as Acceptable Behaviour Contracts, Community Protection Warnings, Community Protection Notices, Public Spaces Protection Orders, civil injunctions, Criminal Behaviour Orders, Closure Powers and other remedies where appropriate, ensuring that action is necessary, justified, properly recorded and legally defensible.
- Support the management and coordination of ASB Case Reviews, also known as Community Triggers (ASB Case Reviews), ensuring requests are recorded, assessed and progressed in line with statutory requirements, local procedures and agreed timescales. This includes collating evidence, liaising with relevant agencies, supporting review meetings, maintaining clear audit trails, communicating outcomes appropriately and assisting with the monitoring and implementation of agreed actions.
- Work closely with internal Council services, Kent Police, housing providers, Dartford Town Against Crime (DTAC) Business Crime Reduction Partnership, local businesses, community groups and other statutory and voluntary partners to investigate, manage and reduce ASB and community safety issues.
- Support public reassurance activity through patrols, community engagement, attendance at meetings, awareness campaigns, targeted communications and participation in multi-agency initiatives.
- Contribute to the development of clear public messaging, website updates and community safety communications that promote the work of the CSU and encourage reporting through appropriate channels.
- Assist with projects, operations, events and days of action aimed at preventing ASB, improving community confidence and supporting safer public spaces.
- Maintain high standards of confidentiality, information governance, data protection and professional conduct when handling sensitive personal, operational and partnership information.
- Undertake administrative, operational and casework tasks necessary to support the effective day-to-day functioning of the Community Safety Unit.
- Carry out any other duties as directed by the Community Safety Manager.



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