

RUGBY BOROUGH COUNCIL

JOB DESCRIPTION

Post No.

Post Title: Anti Social Behaviour Officer

Unit/Team: Tenancy Management

Grade: Grade E

Service: Communities & Homes

Reports to: Lead Officer – Tenancy Management

Issue Date: July 2026

PURPOSE OF THE JOB

To be responsible for management and investigation of a varied caseload of Anti Social Behaviour (ASB) matters related to Council owned housing stock. This includes early intervention approaches, as well as progressing cases that require formal enforcement action.

The Postholder will be required to work directly with victims and perpetrators of ASB, providing clear guidance and delivering proportionate and timely actions to resolve issues.

The Postholder will also be responsible for preparing legal cases, including drafting witness statements, preparing court applications for possession and injunctions and liaising closely with the Housing Management and Legal teams.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Manage a mixed caseload of routine and complex ASB and tenancy breach cases.
- Carry out thorough, evidence-based investigations into complaints and reports of ASB.
- Adopt a victim-centred and trauma-informed approach to casework.
- Identify vulnerability at the earliest opportunity and make appropriate referrals.
- Take full ownership of allocated cases, ensuring compliance with Council policies, procedures, and legal frameworks.
- Prepare and submit legal applications, including ASB injunctions, Notices of Seeking Possession (NOSPs), and other enforcement tools.
- Draft clear, accurate, and effective witness statements and court documentation.
- Attend and participate in court hearings as required.
- Work collaboratively with internal teams, including Housing, Community Safety and Legal Services.

- Liaise and build positive working relationships with external partners such as Police, Social Services, support agencies, and community groups.
- Make proactive use of all available tools and powers to prevent and resolve ASB.
- Contribute to service improvements, innovation, and “right-first-time” service delivery.
- Be responsive to community needs and contribute to creating safer neighbourhoods.

2. OTHER DUTIES AND RESPONSIBILITIES

Play an active part in the Housing Services Team.

To share knowledge and provide cover for other team members to prevent single points of failure.

3. SUPERVISORY RESPONSIBILITIES

The position carries no supervisory responsibilities.

4. FINANCIAL RESPONSIBILITIES

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

5. RESPONSIBILITY FOR ASSETS AND DATA

To ensure all council owned equipment is maintained and inspected regularly, and any faults reported immediately.

To maintain accurate records and keep relevant databases updated.

6. EXTENT OF PUBLIC CONTACT

Contact with ASB victims, perpetrators and a range of statutory agencies.

7. WORKING CONDITIONS AND ENVIRONMENT

Minimum of 60% of hours to be worked in the office.

8. CORPORATE RESPONSIBILITIES

All staff have to act within the Council’s rules and follow all reasonable management requirements. These are contained within: the Council’s Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting
Equality and Diversity
Health and Safety
Risk Management
Anti- Fraud
Data Quality and Data Protection
Business Continuity
Major Emergency Plan
Procurement and Contract Management
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION



Post: Anti-Social Behaviour Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Experience		
Relevant experience within housing management, community safety or a related field	E	A, I
Demonstrable experience of effective case management within agreed timescales	E	A, I
Qualifications		
Evidence of continuous professional development relevant to housing, community safety or ASB	E	A, I
Training in ASB legislation, safeguarding, risk assessment or mediation	D	A, I
Professional housing qualification (e.g. CIH Level 3 or above).	D	A, I
Knowledge		
Strong working knowledge of ASB legislation, tools, and powers, including injunctions, community protection measures, and possession proceedings.	E	A, I, T
Skills		
Excellent attention to detail, with the ability to maintain accurate, timely records	E	A, I
Ability to prioritise workload and adapt to changing pressures and demands	E	A, I
Self-motivated, organised, and able to work independently with minimal supervision	E	A, I
Excellent verbal and written communication skills, including report writing	E	A, I, T
Confident in dealing with challenging situations and difficult conversations	E	A, I
Proficient in Microsoft Office and able to use case-management or CRM systems	E	A, I
Other		
Full driving licence and access to a car with willingness to travel	E	A, I, D

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D

