SOUTH KESTEVEN DISTRICT COUNCIL

Job Description

Job title	Anti Social Behaviour Officer	Hours	37 Hours per week
Department	Public Protection: Community Safety Team	Grade	SK11 (£36,762 per annum)
Location	Mix of home and Grantham based office working	Contract	Fixed Term for 12 Months

Main Job Purpose

This role will play a key part in tackling and preventing anti-social behaviour (ASB) committed by tenants of the council's housing stock. The post holder will investigate complaints, take appropriate enforcement action, and work collaboratively with internal teams, external agencies, and residents to resolve ASB issues effectively. They will support victims, engage with perpetrators to encourage positive behaviour change, and implement tenancy enforcement measures where necessary. The role aims to promote tenancy compliance, protect the wellbeing of residents, and create safer, more cohesive communities.

This post is situated within the Public Protection Service, but will have a close working arrangement with the Housing Team, as the post will investigate ASB complaints/ issues within Council owned stock.

This post is not politically restricted.

Main Statement of Responsibilities

- Investigate reports of anti-social behaviour (ASB),within council owned stock, including neighbour disputes, vandalism, and intimidation, ensuring prompt and appropriate action is taken.
- Handle and investigate complex neighbour noise disputes within council owned stock.
- Work closely with internal departments and external agencies and partnerships such as the police, social services, and community organisations to resolve ASB issues.
- Undertake investigations and gather evidence for enforcement action, including preparing witness statements, issuing warnings, and compiling case files in accordance with legal procedures such as the Corporate Enforcement Policy, the Police and Criminal Evidence Act (PACE), the Regulation of Investigatory Powers Act (RIPA) and the Antisocial Behaviour Crime and Policing Act 2014.
- Attend and contribute to multi-agency case meetings, working collaboratively to develop and implement action plans that address ASB and improve community safety.
- Provide advice and guidance to residents experiencing ASB, offering support where necessary.
- Undertake appropriate enforcement action where necessary using tools within the Antisocial Behaviour Crime and Policing Act. 2014.
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- Monitor and manage ASB cases, ensuring compliance with legal frameworks and council policies, and maintaining accurate records of interventions and outcomes.
- Support tenants and residents by signposting them to appropriate support services, including mental health and substance misuse programs.
- Participate in estate inspections and community engagement activities to identify ASB hotspots and take proactive measures to address concerns.

- Assist in the development of policies and procedures to improve the council's response to ASB issues.
- Identify and report safeguarding concerns in relation to vulnerable adults, children, and young people, ensuring appropriate action is taken.
- Provide reports and statistical data on ASB cases and interventions to management, ensuring continuous improvement in service delivery.
- Maintain a flexible approach to working hours, including occasional evening and weekend work to conduct targeted investigations and community engagement activities.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where employees are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Whatever job we do, we're responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- The Council is driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



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Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Good general IT skills, including the use of MS Office and Outlook;
- In depth experience and detailed knowledge of dealing with enforcement issues and investigating complaints of breaches, especially in antisocial behaviour
- Current working knowledge of the Antisocial Behaviour, Crime and Policing Act 2014, PACE, RIPA, Data Protection, GDPR and Safeguarding legislation
- Excellent verbal and written communication skills.
- Competent in recognising and dealing with a range of safeguarding issues.
- Knowledge and experience of implementing appropriate codes of practice, guidance etc. from appropriate Government Departments.
- Evidence of successful partnership or multi-agency working
- Uses a rational and disciplined approach to problem solving
- Makes effective decisions as to when, how and why duties are to be carried out and has clarity about the desired outcomes.
- Analyses and interprets complex information to solve difficult problems or to develop new ideas or concepts
- Produces medium-term solutions or plans
- Experience of working in a housing-related or other public service environment
- Experience of direct dealing with members of the public, demonstrating a clear understanding of customer service standards
- Knowledge of Adult and Children's safeguarding
- Experience of prioritising their own workload
- Experience of dealing with tenants or residents who may be in a distressed state
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Desirable

- Experience of operating a range of IT systems/ case management systems
- Knowledge of issues relating to the delivery of social housing management or other customer driven public services
- Clear understanding of the aims and objectives of Tenancy and Neighbourhood Management
- Experience of possession proceedings up to and including attending Court
- Experience of assisting residents to access welfare benefits and other financial inclusion support

Relevant Qualifications

Essential

- 4 GCSEs including English and Maths (grades A to C) or equivalent. Or relevant experience
- Current driving license

Desirable

- Qualified, working towards or willing to work towards Membership of the Chartered Institute of Housing

Communication and Interpersonal Skills

Essential

- Effectively exchanges complicated or sensitive information with a range of people, orally and in writing

- Communicates effectively; able to persuade groups of people and to deal with differing points of view
- Ability to work with a diverse range of people including vulnerable customers
- Able to communicate complex messages in a simple and empathetic way to customer
- Ability to establish effective working relationships with colleagues;
- Ability to work under own initiative and take personal responsibility for own work
- Good interpersonal and communication skills;
- Ability to deal with potentially confrontational situations;
- Willing to work unsocial hours including evenings & weekends if required.