Job Description

Job title	*Anti-Social Behaviour Officer*
Reports to	*Enforcement Team Leader*
Direct reports	*N/A*
Grade	*Grade 7*
Salary range	*£36,581 - £40,444 per annum*

Job purpose

To prevent and reduce anti-social behaviour, crime and disorder by managing complex cases, supporting victims and witnesses, coordinating effective partnership responses and using appropriate early intervention, enforcement and legal remedies. The postholder will provide specialist advice and guidance to colleagues, partners and communities, ensuring that activity is lawful, proportionate, evidence-led and focused on achieving sustainable outcomes.

Duties and responsibilities

1. Manage a varied caseload of anti-social behaviour, nuisance, harassment, crime and disorder matters from referral through to closure, applying professional judgement to assess priority, risk, vulnerability and the most appropriate response.
2. Receive and evaluate referrals from relevant internal services, statutory bodies, commissioned providers, community organisations and other partners, ensuring that cases are allocated, progressed or signposted appropriately.
3. Plan and undertake proportionate investigations, including interviewing complainants, alleged perpetrators and witnesses; gathering statements, records and other evidence; conducting visits; and arranging appropriate monitoring activity.
4. Complete and regularly review appropriate risk and vulnerability assessments using approved processes and relevant systems, ensuring that victims and witnesses receive support proportionate to their needs.
5. Develop and coordinate clear case plans, keeping relevant parties informed, managing expectations and recording decisions, actions and outcomes accurately.
6. Use prevention, early intervention, informal resolution, mediation, support, tenancy, licensing, civil and criminal enforcement options as appropriate, ensuring that action is lawful, necessary, proportionate and consistent with Council policy.
7. Prepare high-quality case files, notices, applications, orders, reports, statements and other documentation for legal or regulatory proceedings, and liaise with legal advisers and partner organisations as required.
8. Act as a professional witness and represent the Authority at court, appeal,

review or other formal proceedings, presenting evidence clearly and professionally.

9. Exercise delegated and authorised powers in accordance with legislation, the Council's constitution, approved schemes of delegation, policies and procedures.
10. Lead or support the preparation, consultation, implementation, review and enforcement of relevant place-based, behavioural or protective measures and orders.
11. Support the maintenance and development of relevant case-management, intelligence and information-sharing systems, ensuring that records are accurate, secure, current and compliant with applicable standards.
12. Obtain, assess, record and share relevant information lawfully with authorised colleagues and partners, including case updates, risk information and warning markers, in accordance with data-protection, confidentiality and information-sharing requirements.
13. Provide specialist advice, guidance, briefings and training to employees, operational teams, elected members, partner agencies and other authorised users on anti-social behaviour casework, legislation, systems and good practice.
14. Chair, coordinate or contribute to relevant operational, case-management and multi-agency meetings; agree actions; allocate appropriate tasks; monitor delivery; and escalate risks or barriers where necessary.
15. Maintain effective working relationships with internal services, communities, residents, housing providers, enforcement bodies, emergency services and other statutory and non-statutory partners.
16. Represent the Authority at relevant local, regional and partnership forums, providing professional updates on legislation, operational activity, emerging issues, patterns and trends.
17. Maintain up-to-date knowledge of relevant legislation and guidance, interpreting changes and supporting their effective implementation in policy and practice.
18. Analyse casework, intelligence, complaints and service information to identify recurring issues, emerging risks and opportunities for prevention, service improvement or partnership action.
19. Contribute to the development, review and continuous improvement of policies, procedures, protocols, systems, service standards and new initiatives relating to anti-social behaviour and community safety.
20. Respond to urgent or high-risk incidents and undertake work outside normal office hours where reasonably required, including attendance at meetings, visits or monitoring activity, in accordance with operational need and Council arrangements.
21. Handle sensitive and confidential information responsibly and comply with all relevant requirements relating to safeguarding, equality, health and safety, risk management, data protection and professional conduct.
22. Undertake any other duties consistent with the purpose and grade of the role, as reasonably required.

Working conditions

The role involves office-based and community-based work, including visits to homes,

neighbourhoods, partner premises and formal proceedings. The postholder may encounter challenging behaviour, distressing information and potentially confrontational situations and must follow relevant lone-working, personal-safety and risk-management arrangements. Flexibility to work outside normal office hours may be required to respond to urgent incidents, undertake monitoring activity or attend meetings and proceedings.

Physical requirements

The role requires the ability to undertake visits and work across a range of office, community and operational environments, with reasonable adjustments considered in accordance with relevant legislation and Council policy.

Corporate Duties and Responsibilities

To familiarise yourself with the principles of, and key Council documents and policies relating to:

- Health and Safety at Work.
- Equality and Diversity.
- Data Protection (Employees must at all times abide by the principles of the UK GDPR, Data Protection Act and Council policy and guidance)
- Customer Service.
- Community Safety (Section 17 of the Crime and Disorder Act requires the Authority and individual employees to consider how community safety can be improved when the functions of the Authority are exercised).
- Safeguarding
- Risk Management.

This job description sets out a summary of the key features of the role. It is not intended to be exhaustive and will be subject to review (on an annual basis).

Any other duties commensurate with the grade as determined by management.

Any job description provided to you by the Council will not form part of your contract of employment.

Approved by:	M Liddy
Date approved:	16/10/2026
Reviewed:	

PERSON SPECIFICATION

Post Title: Anti-Social Behaviour Officer		**Section:** Community Safety and Enforcement	
Directorate: Operations			
Knowledge (Essential)	**AM**	**(Desirable)**	**AM**
• Sound, up-to-date knowledge of legislation, statutory guidance and legal remedies relevant to local-authority anti-social behaviour work, including the Anti-social Behaviour, Crime and Policing Act 2014, and the ability to apply this knowledge proportionately in practice. • Knowledge of victim-centred case management, including the assessment and management of risk, harm and vulnerability. • Knowledge of safeguarding responsibilities and the ability to recognise indicators of risk, abuse, exploitation or neglect, make appropriate referrals, share information lawfully and escalate concerns in accordance with local procedures. • Knowledge of information sharing, the UK General Data Protection Regulation, the Data Protection Act 2018 and appropriate record handling. • Understanding of equality, diversity, human rights, proportionality and the public-sector equality duty as they apply to enforcement decisions. • Understanding of partnership responsibilities and the Anti-social Behaviour Case Review process. Understanding of evidential standards and relevant civil and criminal court processes, including the Police and	a & i	• Detailed knowledge of housing legislation relating to anti-social behaviour and possession proceedings. • Knowledge of local safeguarding procedures, community-safety arrangements and relevant council services.	a & i

Criminal Evidence Act 1984 where applicable.			
Qualifications			
• Literacy and numeracy at Level 2 or equivalent, demonstrated through qualifications or relevant experience.		• A relevant professional qualification or training in community safety, housing, enforcement, investigation, safeguarding or a related field.	a & i, c
Experience			
• Experience of investigating and managing complex, sensitive or contested cases, gathering and assessing evidence, evaluating risk and working with partner agencies. • Experience of conducting proportionate investigations, obtaining evidence from a range of sources, taking statements, maintaining accurate case records and preparing clear case files or reports for decision-making or legal proceedings. • Experience of working with victims, complainants, witnesses and alleged perpetrators, identifying appropriate support and interventions and pursuing effective outcomes. • Experience of effective multi-agency working, including sharing relevant information, contributing to or coordinating meetings, agreeing actions and monitoring delivery. • Experience of applying problem-solving approaches and selecting proportionate interventions to prevent or resolve harm. • Experience of presenting complex information clearly in writing and verbally.	a & i	• Experience of applying anti-social behaviour legislation or working in community safety, housing enforcement, regulatory services, policing or a related field. • Experience of attending court, giving evidence or supporting legal proceedings. • Experience of using a specialist anti-social behaviour or case-management system.	a & i

Skills and behaviours			
• Ability to assess and prioritise risk, harm and vulnerability and to manage a varied caseload to agreed standards and deadlines. • Strong analytical skills, sound professional judgement and the ability to make, record and explain defensible decisions. • Ability to draft accurate warnings, notices, witness statements, reports and court or case-management documents. • Excellent written and verbal communication, including the ability to explain decisions and legal processes in accessible language. • Ability to negotiate, influence, de-escalate conflict and communicate professionally with distressed, vulnerable, challenging or hostile individuals. • Ability to work independently and collaboratively within a team and with partner agencies. • Competent use of digital case-management systems and standard office applications, with the ability to maintain accurate, secure and timely electronic records. • Demonstrates integrity, impartiality and fairness, applies enforcement powers proportionately, maintains appropriate professional boundaries and treats all individuals with dignity and respect. • Resilience and the ability to work safely and professionally in potentially confrontational situations. • Commitment to customer service, continuous improvement and learning.	a & i	• Experience of using mobile-working, digital evidence or intelligence systems.	a & i

Other Requirements:			
• Ability to travel throughout the district and attend meetings, site visits and court hearings at the times required for the role. A current, valid UK driving license and suitable access to a vehicle will be required. • Willingness and ability to work outside normal office hours where operationally required, subject to the Council's working arrangements. • Appointment will be subject to successful Disclosure and Barring Service Checks.	a & i		

Key to Assessment Methods (AM); (a) application form, (i) interview, (p) presentation, certificate check (c) (o) others

Equality Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. In accordance with the Equality Act 2010, candidates will be asked whether they have any specific requirements relating to the selection process.

Schedule 9 Part 1.1(1) of the Equality Act also permits targeted recruitment on grounds of Genuine Occupational Requirement.

Approved by:	*Matt Liddy* *Community Safety and Enforcement Manager*
Date approved:	*16/10/2026*
Reviewed:	