Job Description

POST IDENTIFICATION

Post Title	Antisocial Behaviour Manager				
Grade	8	**Job Evaluation ID:**	3713	**Date Evaluated/Reviewed**	January 2024

Service Area	Environment & Public Protection				
Service Team	Community Safety				
Responsible to	Community Protection Manager				
Areas of Responsibility	Community Safety and Public Protection Enforcement				
Number of staff responsible for	4-9	**Political Restricted Role** *(refer to special conditions section)*	No	**DBS Required**	Yes
Job Evaluation Proforma (to be completed by a manager only when creating a new job or amending an existing role)					

JOB PURPOSE

To lead and manage a team that will seek to reduce and prevent antisocial behaviour in Newport.

To manage the day-to-day caseload of officers delivering antisocial behaviour enforcement and liaison work, in conjunction with, and under the guidance of, the Community Protection Manager to ensure that a comprehensive service is provided to residents, businesses, and partners.

To deliver the initial response to noise nuisance and the stray dog statutory service.

To contribute to corporate strategies designed to deliver community safety in the city.

KEY RESULT AREAS

1. To manage the day-to-day work of the team effectively and efficiently in accordance with approved objectives, aims, targets, key tasks, and performance measures.
2. To ensure that the programme of partnership meetings designed to find multi-agency solutions to community safety problems is effective and geared towards the specific need and requirements of services users.
3. To manage the case progression process within the antisocial behaviour function, to include proactive patrols, reactive complaint handling, intelligence gathering and tasking.
4. To hold a caseload relating to antisocial behaviour problems, specifically taking responsibility for managing high risk/complex/high profile cases under the guidance of the Community Protection Manager.
5. To coordinate and manage the council's stray dog pick up service.
6. To take a lead role in the prevention of noise nuisance within communities in conjunction with the Community Protection Manager and other teams within the wider Public Protection Service.
7. To participate and contribute towards local, regional, and national response to antisocial behaviour related issues where appropriate.
8. To support the setting of the budget and monitor the financial position of the team functions, approve expenditure and to ensure income is received according to financial regulations and at expected levels, deviations from expectations to be escalated to the Community Protection Manager.
9. To ensure the council meets its obligations under the Anti-social Behaviour, Crime and Policing Act 2014 relating to the conduct of antisocial behaviour case reviews, (formerly known as the 'community trigger') to protect victims of persistent antisocial behaviour and ensure statutory thresholds are met.

10. To monitor the effectiveness of the services key statutory enforcement options including Public Spaces Protection Orders, Community Protection Warnings/Notices, Fixed Penalty Notices, Closure Notices/Orders and other tactics.

11. To ensure that health and safety policies, procedures and practices are adhered to in the delivery of front-line services for the team in both an office setting and where staff are patrolling the City or carrying out case work onsite.

12. To take a lead role in the development of the Council's community safety strategy in Newport to tackle antisocial behaviour through partnership working and co-ordination of services across all relevant agencies in areas relevant to the core responsibilities of the role.

13. To carry out training needs assessment and provide personal development programmes for officers within the team.

14. To maintain accurate records, statistics, administrative and computerised systems as appropriate and required by the post, ensuring that staff adhere to the procedures in place around this and taking appropriate action to address any identified issues.

15. To assist and contribute towards the gathering and recording of information, as required by the post.

16. To set targets around performance and service standards to drive service improvement and delivery.

17. To answer correspondence promptly and ensure that staff also adhere to this in the delivery of the service.

18. To be aware of legal changes, case law developments and relevant up to date training, ensuring that this is disseminated to staff as appropriate, taking the necessary actions to change policies, procedures and practice as required in conjunction with other relevant managers within the antisocial behaviour function.

19. To ensure that staff within the antisocial behaviour function are provided with regular supervision sessions to best manage performance and staff development as well as ensuring that supervision is provided on operational casework as appropriate.

20. To liaise with, and answer enquiries from, Councillors, Members of Parliament, Assembly Members and Senior officers as required and prepare reports on briefing notes, service developments, performance and consultation paper responses as required.

21. To represent the Council at a variety of multi-agency forums aimed at addressing antisocial behaviour issues.

22. To attend Court in relation to antisocial behaviour cases and orders

23. To contribute to the overall management of the Community Safety Team and to deputise for the Community Protection Manager or other managers as and when required.

24. To take the lead on ensuring that safeguarding procedures and policies are adhered to in relation to vulnerable residents, linking in with appropriate agencies and services, taking the overall responsibility for the actions and decisions of the team in this area.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Qualifications	• Educated to at least HNC/D level or possess significant demonstrable experience working at this level.	• Degree level in a relevant discipline. • Project management qualification.
Knowledge	• Excellent knowledge of antisocial behaviour legislation.	• Strong knowledge of Newport City area. • Understanding of partnerships.

	• Excellent knowledge of key public protection legislation. • Excellent knowledge of criminal procedural rules.	• Understanding of wider public protection and regulatory services legislation.
Experience	• Significant experience of working within a community safety enforcement environment. • Experience of leadership. • Experience of successful team working. • Experience of managing performance goals. • Experience of budgets.	• Project management.
Aptitude & Skills	• Excellent communication skills • Ability to work on own initiative with limited supervision. • Well organised and able to plan and arrange work effectively. • Customer care orientated • Excellent negotiation and mediation skills	• Able to communicate in Welsh or local community language(s).

EXPECTED BEHAVIOURS & VALUES

Manage the performance of people. Carry out 1-2-1s, My Reviews, the first stages of HR policies and develop people. Recognise respect and reward people's contribution valuing difference.

Share best practice and contribute to development of practices. Maintain a realistic and positive attitude to change.

Communicate in a straightforward way. Confidently handle challenging conversations. Encourage and be open to developmental feedback from others

Use initiative to follow procedures to make appropriate decisions. Give feedback where these can be improved.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate.

Equal Opportunities

Equal Opportunities	Understand and demonstrate a willingness to promote positively the Strategic Equality Plan of Newport City Council

Welsh Language Requirements

The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this. All posts have to be assessed in respect of the Welsh Language requirements and will either be Welsh Essential or Welsh Desirable.

Welsh requirements for this post (see Welsh Language Skills Assessment for skill levels)

Welsh Language Skills	Desirable

Welsh Language Requirements					
Listening / Speaking Skills	3	Writing Skills	3	Reading / Understanding Skills	3

Special Conditions	
Disclosure & Barring Service Disclosures	This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council's approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement
Politically Restricted	Not Applicable
Other (including physical demands and working conditions)	Be available to work flexibly in respect of the requirements of this post, to support the 24/7, 365 days per year service. Be able to work outside normal office hours Be able to undertake site visits within the city boundary Have a current, full, UK driving licence

Training
Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development.

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