Ashfield
DISTRICT COUNCIL

Job Profile

Post title: Triage Assessment Officer

Department: Operations - Community Safety

Job families: Support Services

Grade: C

Responsible to: Triage Team Leader

Employees managed: Not Applicable

Date of issue: August 2026

Overall Job Purpose

The postholder will act as the first point of contact for a member of the public wishing to raise a request for service or complaint relating to Anti-Social Behaviour, Environmental Crime, Statutory Nuisance, Vulnerability and Safeguarding.

The postholder is required to triage complaints, requests or enquiries direct from members of the public, internal colleagues, key stakeholders and partner agencies by analysing and assessing the concerns and information received and identifying and requesting any further information required to determine whether the threshold for investigation is met.

To undertake additional administrative support duties involving financial monitoring, minute taking, safeguarding referrals and preparing statutory notices and performance reports.

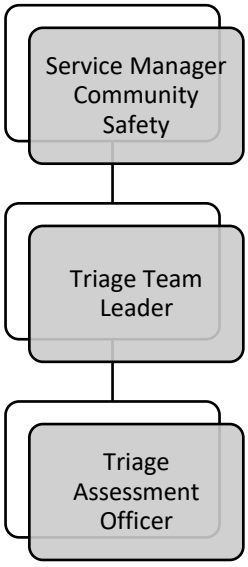
This post requires a basic DBS check.

Working Conditions

- Office based and mainly in a sedentary position, limited requirement for standing and walking, and/or carrying of equipment and resources.

- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Post Specific	• To receive demands direct from the customers, key stakeholders or partner agencies, through a variety if channels including e-mails, face to face or over the telephone and ensure these are understood, researched and assessed for allocation. As the central point of contact for the hub, the postholder will be expected to deal with clients and colleagues in an efficient, sensitive and caring manner. • To proactively deal with and respond to requests for advice and information direct from the customers, key stakeholders or partner agencies, through a variety of channels including e-mail, face to face or over the telephone relating to any functions of the Community Safety service • To support other admin/triage teams as and when instructed by your line manager • To review questions asked to identify risk and ensure that any cases with a raised concern for either the victim, perpetrator or the families are appropriately referred • To organise the general office environment, including undertaking monthly health and safety office checks, collection

	of mail and distributing to Officers, arranging meetings with the hub partners, assisting with partners joining the Integrated Services Hub including induction and completing appropriate documentation. • To be responsible for routine financial administration including dealing with invoices and raising purchase orders including ordering stationary, uniform or equipment and ensure inventories are maintained and up to date • To provide administrative support and coordination for the service including ensuring appropriate templates and standard letters are available • To undertake the duties of the scheme administrator for the case management system. Including the training of internal users on a one to one or group session. Ensure users are compliant with policies and procedures. • To undertake the inputting and searching of information from various Council provided sources such as FLARE, Council Tax Register and Land Registry • To maintain all electronic records and other recording systems relating to the services provided by the service, supporting the reporting of performance and providing information to support responses to complaints and Freedom of Information requests • To support and attend events which promote the reporting of community safety issues or resources to enable residents to feel safer • To attend courses/seminars as appropriate in order to assist in keeping up to date with any legislative or other changes
Partnership / corporate working	• Operate according to the Council's corporate values and codes of behaviour • Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored. • Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post • Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services • Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice

	• Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working • Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post. • Engage with digital models of service delivery and support the implementation of digital working methods • Managing and / or using resources in ways that ensure value for money and supporting the commercialism agenda • Demonstrate a commitment to the delivery of excellent service for all customers and service users

Competencies

Please refer to the Employee Competency Framework for more information about the behaviour descriptors for each competency.