

## Anti-Social Behaviour Officer (PN: 16278) – Range 4

See Job Profile for full duties.

Main duties include:

To take a holistic approach in investigating, managing and seeking resolution for complaints of anti-social behaviour (ASB), supporting victims and complainants throughout the process.

The postholder will work with perpetrators, aiming to understand the root causes of behaviour and implement appropriate interventions to prevent further incidents and help them to sustain their tenancies.

The postholder will ensure compliance with relevant legislation and Medway Council's policies, while collaborating with various partners to safeguard vulnerable individuals and address ASB effectively

Level A (Developing)	Level B (Practising)	Level C (Accomplished)
<b><u>Requirements at this level:</u></b>	<b><u>Requirements at this level in addition to level 4A:</u></b>	<b><u>Requirements at this level in addition to level 4A and 4B:</u></b>
<b><u>Qualifications</u></b> Level 2 qualification – e.g. A minimum of 5 GCSE's (grades 4-9) including English and Maths, NVQ etc  Full UK driving licence and daily access to a vehicle for work	<b><u>Qualifications</u></b> Completion of role specific training as identified in the HRA training matrix	<b><u>Qualifications</u></b> Completion of level 3 Chartered Institute of Housing or equivalent qualification related to the role  Evidence of continued professional development
<b><u>Knowledge</u></b> Extensive knowledge of Anti-Social Behaviour (ASB) and housing legislation  Knowledge of safeguarding principles  Knowledge of current policies and best practice in ASB and tenancy management including ASB, Crime and Policing Act 2014  An understanding of GDPR and FOIs	<b><u>Knowledge</u></b> In-depth knowledge of strategies used for managing tenancy breaches in relation to ASB  Understanding of approaches to achieve community cohesion	<b><u>Knowledge</u></b> Comprehensive understanding of occupancy, tenure and lettings, delivery of housing services, sustainable communities and resident involvement

<p><b><u>Experience</u></b> Experience of working within a social housing environment</p> <p>Experience of accurately opening, maintaining, monitoring and closing cases on the housing management system</p> <p>Experience of working in a team and contributing to shared objectives</p>	<p><b><u>Experience</u></b> Experience of engaging and collaborating with partners, coordinating multi-agency action and developing appropriate plans to tackle ASB</p> <p>Experience in investigation, evidence gathering and recording, including taking witness statements, and preparation/presentation of cases for enforcement action and lower-level interventions</p> <p>Experience of providing effective line management and coaching to the ASB apprentice</p>	<p><b><u>Experience</u></b> Experience of proactive community engagement to tackle ASB hotspots within neighbourhoods</p> <p>Sound experience of engaging with the ASB improvement plan to realise improvements in Tenant Satisfaction Measures for ASB case handling</p> <p>Experience of pursuing legal actions and attending court as a Council witness</p>
<p><b><u>Skills</u></b> Honed relationship management and interpersonal skills</p> <p>Effective prioritisation of tasks and ability to meet deadlines</p> <p>Proficient at using Microsoft packages such as word/Excel/PowerPoint</p> <p>Ability to provide meaningful feedback to staff to enhance performance and influence outcomes.</p> <p>Communication skills</p> <p>Supervision skills</p>	<p><b><u>Skills</u></b> Ability to use Council ICT to accurately record case information, evidence and interactions, including CRM</p> <p>Ability to apply appropriate remedies, both legal and non-legal to manage ASB cases, selecting proportionate action and following advice and guidance where required for complex cases</p> <p>Excellent customer care skills, with experience of adapting services, where possible, to meet customer needs and can take the initiative to work with other agencies where necessary</p> <p>Coaching skills</p>	<p><b><u>Skills</u></b> Ability to analyse and interpret complex information and situations, developing solutions and plans with an innovative approach</p>

