

Job Description



Job Title: Anti-Social Behaviour Investigations Officer	Service Area: Corporate & Community Resilience	
Directorate: Environment & Sustainable Transport	Post Number:	Evaluation Number:
Grade:PO1	Date last updated: May 2020	

Overall Purpose of Job

1. To take an active role delivery of an operational approach to resolving cases of anti-social behaviour (ASB), liaising closely with the Newham Council's Housing service, the Community Safety enforcement and fly-tipping teams and other partners- internal and external to the Council. To ensure that appropriate procedures are followed and are targeted towards effective action.
2. To be responsible for managing and leading on casework to tackle crime and anti-social behaviour within the borough, using a range of interventions and enforcement powers available.
3. To work alongside Analysts, enforcement officers and the police to provide a co-ordinated problem-solving approach, gathering evidence from agencies and preparing case files for legal / court process in relation to ASB.
4. To build cases and coordinate enforcement actions against persistent perpetrators of ASB on behalf of the Council and residents, providing specialist advice, guidance and support to the Council's Housing service and other housing providers to assist in the management and investigation of ASB
5. To work with Newham Council Housing, other housing providers, private landlords and resident engagement services to ensure services are integrated at the point of delivery and that victims are supported and their experiences of ASB and nuisance are reduced.

Job Context

The post holder reports to the ASB Coordinator and will be part of a small team (approximately 5 fellow officers).

1. The post-holder will be required to assist in understanding service requirements, performance and operations.
2. The post-holder has no line management or supervisory responsibilities and holds no budget responsibilities.

3. To promote a philosophy of putting our residents at the heart of everything we do and to put in place arrangements that involve residents, businesses and service users in the development of services.
4. To participate in the Council's responses to emergency situations when required to do so.
5. To work a flexible 36-hour week, sometimes including evenings, weekends and Bank Holidays.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To be responsible for the effective investigation, management and resolution of harassment, hate crime, anti-social behaviour and nuisance cases.
2. To resolve cases of anti-social behaviour through formal persuasion, leading to stepped up enforcement action including prosecution and injunctions, working with the council's legal officers, in accordance with Community Safety ASB procedures and Council policy.
3. To develop and co-ordinate multi-agency plans to tackle anti-social behaviour (ASB); including liaison with the Police, the Youth Offending Team, Mediation services etc., and other Council Services (particularly Housing Officers and Enforcement Officers).
4. To provide support, assistance and guidance to Council Housing staff and other housing providers in managing breaches of relevant tenancy conditions and combating anti-social behaviour and crime on their estates.
5. Carry out all appropriate enquiries, respond to service requests and complaints and, where necessary, gather evidence and prepare reports, in respect of breaches of appropriate ASB legislation and to attend court to give evidence as and when necessary.
6. Provide support to witnesses and victims before, during and after court appearances, and provide evidence in court on behalf of the Council as required.
7. To identify perpetrators and persons at risk of being involved in crime and anti-social behaviour and ensure appropriate referrals, signposting or alerts to ensure appropriate diversions and actions are implemented in a timely fashion.
8. To lead on assigned tasks, including case reviews and conferences where required, to ensure an integrated problem-solving approach to tackling crime and anti-social behaviour.
9. To ensure that file records, case files and computerised information recording systems are kept in accordance with best practice, statutory and service requirements.

10. To work in collaboration with key partner agencies, in order to safeguard residents, take effective enforcement and utilise all tools available when addressing cases of ASB.
11. To ensure safeguarding issues are addressed as part of a multi-agency approach, work together to protect residents from immediate risk and put in place a long-term action plan in order to provide a permanent solution for affected residents.
12. To liaise with appropriate services regarding vulnerable residents, ensuring relevant safeguarding procedures and the requirements of the Disability Discrimination Act are effectively implemented.
13. To pull together and sometimes chair multi-agency meetings to help develop, discuss and review ASB action plans, aiming to improve their effectiveness in tackling problematic ASB areas or individuals.
14. To deal effectively with confrontational situations, either when carrying out duties or when assisting other members of staff, partner agencies or members of the public.
15. To manage and monitor the collation of CCTV and surveillance evidence in the preparation of prosecution files, ensuring compliance with relevant legislation, including RIPA.
16. To maintain a working knowledge of legislation related to anti-social behaviour, enforcement and data protection, ensuring attendance at training as appropriate.
17. To ensure responses to reports of anti-social behaviour (ASB) are dealt with promptly and effectively.
18. To provide performance reports to the ASB Reduction Manager regularly and other senior management when requested.
19. To work with the Community Safety Enforcement team to investigate all persistent and entrenched reports of ASB and nuisance, always working to ensure victims are supported and perpetrators referred to appropriate support or other enforcing agency as appropriate.
20. To attend regular panels with local police teams and other local stakeholders in order to plan actions for high profile cases, estates with ASB 'hotspot' areas and to safeguard vulnerable victims.
21. To undertake interviews and home visits during normal office hours, as appropriate.
22. To assist in the review and monitoring of casework ensuring changes in circumstances are appropriately managed and serious cases are escalated and responded to in a timely fashion.
23. To generally carry out all administrative functions, respond to all matters including correspondence, and maintain all proper records in accordance with the service area or council procedures and policies, including the appropriate use of information technology.

24. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

KEY PERFORMANCE INDICATORS to include:

- more residents satisfied with the borough as a place to live;
- fewer complaints about ASB and nuisance;
- more people feeling safe in the borough; and
- Service user satisfaction increasing

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <ul style="list-style-type: none"> • Knowledge and understanding of local government service provision and experience of multi-agency and partnership working and liaison. • Educated to at least A level standard, with experience of working in the community safety or related regulatory field. • Knowledge of anti-social behaviour criminal and civil legislation and proceedings, interventions and tools to address crime and disorder issues. • Good working knowledge of all relevant legislation including use of all tools and powers to reduce/prevent Anti-Social Behaviour, particularly at the neighbourhood level. • Knowledge and understanding of the operation and application of a range of IT systems, including word processing, spreadsheets, databases, etc. 	Application Form/Interview/Test
<p>EXPERIENCE:</p> <ul style="list-style-type: none"> • Experience of dealing with crime and/or anti-social behaviour 	Application Form/Interview

<p>casework, including assessment of complaints, investigation and collation of legal files.</p> <ul style="list-style-type: none"> • Experience of dealing with the public in a multiracial and diverse urban environment. • Experience of working effectively with a range of services or agencies to address crime and anti-social behaviour. • Experience in compiling files of evidence for all court arenas, including attending court to provide evidence • Demonstrable experience of service improvement delivery • Demonstrable excellent customer services skills and having a coordinated-working approach 	
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Ability to draft clearly written accurate and concise reports, procedures and other written presentations. • Ability to prioritise workload, organise and expedite work, including meeting deadlines with minimum supervision. • A good level of literacy skill. • Ability to present written and oral reports to a range of audiences. • An appreciation of problems of working within a diverse inner city environment. • Ability to communicate effectively to a wide range of individuals and agencies and foster good relationships with a range of Council services, partners and stakeholders. • Ability to demonstrate an understanding of and experience in the use of relevant legislation and the application of policies and procedures. • An ability to work using own initiative, manage and respond quickly to change in circumstances and respond calmly and logically in emergency situations. • Ability to work flexibly as part of a team • Ability to understand court procedures and be able to prepare legal case files 	<p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Ability to establish good relationships with colleagues and stakeholders. • Ability to organise own workload and meet targets • Ability to maintain confidentiality with regard to secure data and communications. 	<p>Application Form/Interview</p>

<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • Willingness and ability to work occasional evenings and weekends to maintain service delivery. • This post is subject to a standard DBS check. • The Local Government & Housing Act 1989 imposes restrictions on political activities for certain categories of local government employees. This post may be considered politically restricted in accordance with the provisions of the above Act. Should this be the case you will be notified and your contract of employment amended • This post is exempt from The Rehabilitation of Offenders Act (1974). • To understand and comply with the requirements of the Health and Safety at Work Act 1974. • Commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application. 	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage, as applicable</p>
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