

# Job Description



<b>Job Title:</b> Senior Anti-Social Behaviour Investigations Officer	<b>Service Area:</b> Corporate & Community Resilience	
<b>Directorate:</b> Environment & Sustainable Transport	<b>Post Number:</b>	<b>Evaluation Number:</b> 5598
<b>Grade:PO3</b>	<b>Date last updated:</b> October 2020	

## Overall Purpose of Job

1. To lead on the delivery of an operational approach to resolving cases of anti-social behaviour (ASB) as the senior Investigating Officer. This means ensuring that the team of ASB investigating officers are liaising closely with internal services and external partners to resolve ASB cases effectively.
2. To direct the day-to-day work of ASB Investigating officers, including case allocation and supervision by ensuring the most appropriate range of interventions and enforcement powers available are being used.
3. To liaise with a range of stakeholders, including Analysts, Enforcement Officers and the police to ensure a co-ordinated problem-solving approach is taken and appropriate evidence is gathered and that case files are adequately prepared for legal / court process in relation to ASB.
4. To support ASB Investigating Officers 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 for the effective management and investigation of ASB
5. To work with Newham Council Housing, other housing providers, private landlords and resident engagement services so that 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 supervise the work of a small team (approximately 5 fellow officers).

1. The post-holder will be required to direct the day-to-day work of the ASB investigating officers and will have an overview of service requests, performance management and operational delivery.
2. The post-holder will have supervisory responsibilities but no responsibility for budgets but may be required to advise on appropriate expenditure in respect of

ASB case management.

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 lead effective investigation, management and resolution of harassment, hate crime, anti-social behaviour and nuisance cases.
2. To work with partners and colleagues to find creative solutions in resolving cases of anti-social behaviour through investigation and 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 adopt a problem-solving to developing and co-ordinating multi-agency plans to tackle ASB; including liaison with the Police, the Youth Offending Team, Mediation services etc., and other Council Services (particularly Housing and Enforcement Officers).
4. To offer expert, solution-focussed advice and assistance 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. Direct Investigation Officers in conducting appropriate enquiries, responding to service requests and complaints and, where necessary, gathering evidence and prepare reports, in respect of breaches of appropriate ASB legislation and to attend court to give evidence as and when necessary.
6. To ensure sufficient support is given to witnesses and victims of ASB before, during and after court appearances, and provide evidence in court on behalf of the Council as required.
7. To ensure that problem-solving processes are in place to resolve persistent cases of ASB, including appropriate referrals, signposting or alerts and that appropriate diversions and actions are implemented in a timely fashion.
8. To assign tasks to ASB Investigators, including case reviews and conferences where required, to ensure an integrated problem-solving approach to tackling crime and anti-social behaviour.
9. To oversee case files and computerised information recording systems and ensure they 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 action and utilise all tools available when addressing cases of ASB.
11. To direct the work of ASB Investigation Officers in respect of safeguarding issues, vulnerable ASB victims and perpetrators and ensure that officers work to protect residents from immediate risk and put in place action plans in order to provide sustainable solutions for affected residents.
12. To assist the ASB Co-ordinator in arranging (and sometimes chairing) multi-agency meetings to help develop, discuss and review ASB action plans, in a bid to improve their effectiveness in tackling problematic ASB issues or individuals.
13. To support officers in dealing effectively with confrontational situations, either when carrying out their duties or when assisting other members of staff, partner agencies or members of the public.
14. To manage and monitor the collation of evidence in the preparation of prosecution files, ensuring compliance with relevant legislation, including RIPA.
15. To maintain a working knowledge of legislation related to anti-social behaviour, enforcement and data protection, ensuring ASB Investigating Officers attend relevant training as appropriate.
16. To manage complaints and ensure responses to reports of ASB are dealt with promptly and effectively.
17. To provide performance reports to the ASB Co-ordinator regularly and other senior management when requested.
18. 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.
19. 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.
20. To direct ASB Investigation Officers in conducting interviews and home visits during normal office hours, as appropriate.
21. To lead 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.
22. To generally lead and direct all administrative functions, respond to correspondence, and maintain all proper records in accordance with the service area or council procedures and policies, including the appropriate use of information technology.
23. 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.

# Person 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><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of local government service provision and experience of multi-agency and partnership working and liaison.</li> <li>• Educated to at least A' level standard, with experience of working in the community safety or related regulatory field.</li> <li>• Extensive working knowledge of anti-social behaviour criminal and civil legislation and proceedings, interventions, tools and powers to address ASB issues.</li> <li>• Knowledge and understanding of the operation and application of a range of IT systems, including word processing, spreadsheets, databases, etc.</li> </ul>	Application Form/Interview/Test
<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>• Experience of dealing with crime and/or anti-social behaviour casework, including assessment of complaints, investigation and collation of legal files.</li> </ul>	Application Form/Interview

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

<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Willingness and ability to work occasional evenings and weekends to maintain service delivery.</li> <li>• This post is subject to a standard DBS check.</li> <li>• The Local Government &amp; 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</li> <li>• This post is exempt from The Rehabilitation of Offenders Act (1974).</li> <li>• To understand and comply with the requirements of the Health and Safety at Work Act 1974.</li> <li>• Commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application.</li> </ul>	<p>Application Form/Interview</p> <p>Satisfactory clearance at conditional offer stage, as applicable</p>
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