

Role Title	Anti-Social Behavior Officer
Job Family	Selective Licensing & Regulatory Services
<p>Purpose</p> <p>To undertake the Council's statutory functions in relation to anti-social behaviour prevention and enforcement in a given field/area including ensuring compliance with codes of practice, guidance and legislation. To undertake investigations in connection with the administration of submitted licence applications in order to appropriately determine these applications</p> <p>As a front-line field officer, to play an active and proactive role in the practical delivery of the Directorate's commercialisation programme and the generation of income, a major corporate priority. To constantly look to identify and develop innovative commercial opportunities and interventions as an integral part of day to day contact with residents, businesses and other service areas</p>	
<i>Generic Accountabilities</i>	<i>End Results/ Outcomes</i>
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion</p> <p>Risk to the Council is minimised.</p>
Contribute to the development of service plans to meet strategic business goals.	<p>Strategic and operational input is provided to wider business planning and development.</p> <p>Customer needs are identified.</p> <p>Services meet legislative and policy requirements.</p>
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	<p>Relevant information / data is managed efficiently and accurately.</p> <p>Accurate and relevant information / reports / documentation are produced.</p> <p>Trends and issues are identified and prioritised.</p> <p>Statutory and procedural obligations are fulfilled.</p> <p>Management decision making is supported.</p>
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>

<p>Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.</p>	<p>Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and centres of excellence.</p>
<p>Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.</p>	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
<p>Co-operate with and support colleagues.</p>	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>
<p>Job Specific Accountabilities:</p>	<p>End Results/Outcomes</p>
<p>Ensure that commerciality is fully integrated into day to day role as a front-line field officer as part of the overall Redefining Waltham Forest programme. Use all opportunities to identify potential sources of income for both the specific service and wider Council services to fully exploit commercial opportunities and maximise generated income.</p>	<p>Commercial opportunities are maximised and that income generation is maximised. Commerciality is fully embraced and is integral to all working practices</p>

<p>To undertake specific enforcement and compliance activities relating to anti-social behaviour, property licensing, enviro-crime, noise, nuisance, waste management/street cleansing, grounds maintenance/trees and parking legislation. To participate in the Neighbourhoods out-of-hours rota/service</p>	<p>Accurate and relevant information / reports / documentation are produced.</p> <p>Statutory and procedural obligations are fulfilled</p> <p>Risk to the Council is minimised</p>
<p>To ensure that ASB and other interventions are conducted in accordance with the Council's commitment to promoting community cohesion.</p>	<p>Accurate and relevant information / reports / documentation are produced.</p> <p>Statutory and procedural obligations are fulfilled</p> <p>Risk to the Council is minimised</p> <p>All policies and procedures are complied with</p>
<p>To carry out taped interviews under the provisions of the Police and Criminal Evidence Act 1984 (PACE) (as amended)</p>	<p>Statutory and procedural obligations are fulfilled</p>
<p>To prepare cases for Court, in accordance with the High Court Rules of Evidence, and to represent the council in court as necessary on any enforcement action the council may bring.</p>	<p>Work is progressed in accordance with agreed service standards</p> <p>Statutory and procedural obligations are fulfilled</p> <p>Risk to the Council is minimised</p>
<p>To identify, investigate and effectively deal with breaches of legislation through appropriate written or verbal advice or warnings, notices, fixed penalty notices and legal action in accordance with the Enforcement Concordat, the Borough's Enforcement Strategy and the Borough's Enforcement Protocol</p>	<p>Accurate and relevant information / reports / documentation are produced.</p> <p>Statutory and procedural obligations are fulfilled</p> <p>Risk to the Council is minimised</p> <p>Income is generated and Value for money is achieved.</p>
<p>To communicate with enforcement partners such as the Police Safer Neighbourhood Teams and other Council departments ensuring effective intelligence gathering and planned partnership working</p>	<p>All policies and procedures are complied with</p>

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding
 May involve direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures.

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Competency Level: Principal Officer/Manager

Knowledge, Skills and Experience

Knowledge, skills and experience demonstrating ability to:

- Investigate and respond to complaints of Anti-Social Behaviour and nuisance from residents, police Safer Neighbourhood Teams, elected Members
- Use regulation and enforcement in a local authority context
- Provide high quality customer care to a diverse customer base
- Maintain accurate records of work carried out.
- Participate in multi-agency working to resolve ASB and nuisance cases,
- Prepare paperwork for legal proceedings
- Know and understand relevant legislation/guidance/directives relating to anti-social behaviour, enviro crime, noise, nuisance, waste management/street cleansing and relevant interventions
- Know Housing Law policy and practice
- Show empathy towards residents experiencing Anti-Social Behaviour
- Build relationships across services and at all levels
- Operate under pressure and work with Members, external agencies and the public on delivering ASB initiatives

- Translate and understand complex legislation and give guidance in a coherent and accessible manner
- Self-motivate, managing time and prioritising work accordingly
- Know legislation, strategy and policy in relation to impacts upon reducing ASB and nuisance.
- Understand how to effectively address and reduce ASB and nuisance in local communities and how to improve local community involvement
- Maintain accurate paper and electronic records all ASB cases
- Keep accurate and complete files on active cases
- Prioritise competing demands on time
- Show excellent interpersonal skills and ability to work within a team
- Show flexibility to attend meetings and events outside normal office hours
- Show commitment to the Council's Equal Opportunities Policy and Acceptance of their responsibility for its practical application.
- Understand and comply with the requirements of the Health and Safety at Work Act 1974.

Indicative Qualifications

- Good standard of general education
- Relevant professional qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.