

<b>Role Title</b>	<b>Senior Anti-Social Behavior Officer</b>
<b>Job Family</b>	<b>Regulatory Services</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO4</b>
<b>Purpose</b> To develop and deliver specialist support/advice in enforcement for the anti-Social behaviour [ASB] service area. To ensure relevant legislation, regulations and policies are complied with.	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.  Issues are managed through to a satisfactory conclusion.  Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development.  Customer needs are identified.  Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately.  Accurate and relevant information / reports / documentation are produced.  Trends and issues are identified and prioritised.  Statutory and procedural obligations are fulfilled.  Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended.  All updates, amendments, developments are tested and approved prior to delivery.  Customers receive prompt, accurate policy / procedural updates.  Service standards are improved.

Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	<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 center of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<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>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
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.	Work is carried out in a way that is safe and without risks to health.
<b>Job-specific Accountabilities</b>	<b>End Results/Outcomes</b>
To be responsible for a specialist area of ASB enforcement powers in line with legislation, guidance and the enforcement strategy.	All breaches of legislation are enforced in accordance with the Borough's Enforcement Strategy and the Borough's Enforcement Protocol.

To undertake specific effective enforcement and compliance activities	<p>Effective interventions are made to combat serious ASB in accordance with procedures.</p> <p>The cleanliness and public space areas of the Borough are maintained to the standards required.</p>
To ensure that Closure Orders, and civil injunctions are obtained in accordance with processes and procedures.	All breaches of legislation are enforced in accordance with the Borough's Enforcement Strategy and the Borough's Enforcement Protocol.
To carry out taped interviews under the provision of the Police and Criminal Evidence Act 1984 (PACE)	All cases for Court are prepared properly in accordance with procedures.
To apply to the Magistrates Court for Premises Closure Orders and Warrants of Entry and to execute such warrants.	All cases for Court are prepared properly in accordance with procedures.
To take witness statements, gather and preserve evidence, and prepare cases for Court and represent the Council in Court.	<p>All cases for Court are prepared properly in accordance with procedures.</p> <p>Evidence is gathered and recorded correctly.</p>
To undertake effective monitoring, implement systems for the production of performance information.	The cleanliness and public space areas of the Borough are maintained to the standards required.
To undertake duties out of hours as necessary.	To be flexible in the way hours are worked.
To work with enforcement partners such as the Police, RSL's and other Council departments ensuring effective intelligence gathering and planned partnership working	<p>To build a good and strong working relationship with external partners and council departments.</p> <p>ASB is managed effectively and efficiently.</p>
To act up for the Team Manager in their absence.	<p>The cleanliness and public space areas of the Borough are maintained to the standards required.</p> <p>ASB and noise nuisance are managed in accordance with procedures.</p>

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<b>Nature of Contacts</b>
<p>Frequent contact with Members, Directors and Heads of Service, and senior representatives from external organisations in both the public and private sector, providing expert advice, guidance and support on complex issues.</p> <p>Manage relationships with key stakeholders and delivery partners. Level of tact, sensitivity and diplomacy is required.</p>
<b>Procedural Context</b>
<p>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-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>Occasionally the post will be expected to work from other locations</p>
<b>Key Facts and Figures</b>
<p>Full UK driving licence and use of own transport for Council business.</p>

<b>Resourcing</b>
<p>Budget Responsibilities: N/A</p> <p>Supervisory Responsibilities: Up to five staff</p>
<b>Knowledge, Skills and Experience</b>
<p>Knowledge and Experience of using the full range of ASB powers under the Anti-social behaviour, Crime and Policing Act 2014 in a local authority context.</p> <p>Proven knowledge and understanding of relevant legislation/ guidance/ directives relating to ASB including enviro-crime, noise and nuisance.</p> <p>Experience of monitoring service providers and gathering data / intelligence for the production of performance reports.</p> <p>Experience of leading on successful enforcement operations with partners.</p> <p>Experience of the monitoring, preparation and presentation of case files for legal proceedings.</p> <p>Ability to represent senior management in the designated area.</p> <p>Experience of supervising staff.</p>

### **Indicative Qualifications**

Degree or equivalent or vocational qualification in relevant subject or area  
Evidence of Continuous Professional Development

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.