# EAST STAFFORDSHIRE BOROUGH COUNCIL

# JOB DESCRIPTION

JOB TITLE: TEMPORARY PART TIME ANTI-SOCIAL BEHAVIOUR OFFICER

GRADE: GRADE 6

REFERENCE CODE:

SECTION: ENFORCEMENT SERVICES

RESPONSIBLE TO: SENIOR ENFORCEMENT OFFICER

WORKING PATTERN: FLEXI SCHEME WITH WEEKEND AND EVENING COVER AS REQUIRED 3 days 22.5 hrs Casual Car User

PURPOSE OF JOB: The role is responsible for the investigation and enforcement of complaints appertaining to the duties of the post within the discipline of anti-social behaviour

The role will involve close partnership working alongside Staffordshire Police providing joint proportionate responses using the appropriate tools, such as issuing Warnings, Community Protection Warnings and Notices, Criminal Behaviour Orders and compiling prosecution action.

Providing professional support and advice to service users, stakeholders and partnership agencies.

Carry out the duties in a competent and professional manner in accordance with the codes of professional conduct of East Staffordshire Borough Council and any relevant professional body.

**DUTIES AND RESPONSIBILITIES:**

1. To provide an effective and efficient customer focused enforcement service by responding to service requests and undertaking the enforcement of delegated legislation in accordance with the Council’s policies and practices, providing advice, information, serving notices, initiating legal proceedings and attending court as an expert witness where required.
2. To ensure the achievement of the relevant Corporate Plan and Service Plan targets and milestones where applicable.
3. To contribute to the delivery of relevant objectives outlined in the Corporate and Service Plan with a view to providing an effective and efficient enforcement service to those who live, work and visit the Borough regarding anti-social behaviour.
4. To investigate complex service requests, Officer identified contraventions, and identify breaches of legislation and non-compliance with regard to anti-social behaviour.
5. To interpret new and existing legislation using professional judgement, and determine appropriate courses of action for complaint resolution. Actions can range from the provision of education, advice, guidance, warnings, the service of legal notices, including fixed penalty notices and the preparation of reports for legal proceedings, working in close partnership with Staffordshire Police and other agencies.
6. To be responsible for, and have the discretion to initiate investigations to detect and rectify serious breaches of a wide range of legislation. To interview witnesses, take statements, collect, prepare and collate evidence correctly, thoroughly, professionally and in accordance with the Police Criminal Evidence Act 1984 (PACE), CPIA, RIPA and DPA, and departmental procedures to prepare prosecution reports and act as a witness in Court on behalf of the Council.
7. To produce accurate and timely correspondence, records, files and data including the use of IT and the production of technical reports to ensure the delivery of quality assured highly focused customer service.
8. Assist in the preparation of business/ service plans and policies and procedures for the Service and to actively accomplish the items within the plans.
9. To be responsible for specific projects as necessary by planning, developing, facilitating and delivering initiatives, activities and campaigns associated with anti-social behaviour as may be assigned by the Senior Enforcement Officer or Enforcement Manager.
10. To develop and deliver educational activities, guidance, training and presentations as required.
11. To represent the service on issues relating to the service in an ambassadorial role at meetings and events where appropriate.
12. To liaise with external agencies involved with anti-social behaviour including: Staffordshire Police, Environment Agency, Youth Offending Team, Victim Support and other Local Authorities in a collaborative approach.
13. To continually explore ways of improving the day to day delivery of the role to make it as efficient and effective as possible.
14. To work, as required, outside of normal office hours, to meet the requirements of the job in activities such as initiatives and the gathering of evidence during investigations.
15. To keep informed of all appropriate best practice, legislation and governmental policies and guidance and assist in the development and implementation of enforcement related procedures and policy.
16. To undertake any other duties appropriate to the grading of the post as necessary.

Signed…………………………………………………Date……………………………….

**PERSON SPECIFICATION: ANTI-SOCIAL BEHAVIOUR OFFICER**

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| **REQUIREMENTS AS DESCRIBED IN THE EMPLOYMENT AND EQUAL OPPORTUNITIES POLICY** | ESSENTIAL FOR POST | DESIRABLE FOR POST |
| EXPERIENCE | Experience in conducting investigations, inspections and interviews.  Ability to demonstrate a background in the role of community safety work | Previous experience dealing with anti-social behaviour. |
| QUALIFICATIONS | 5 GCSEs including English and Maths (Grade A- C) or equivalent. | Certificated qualifications in anti-social behaviour and investigatory work or a willingness to achieve a qualification. |
| TRAINING | Training in respect of investigations, such as PACE, DPA and CPIA.  Evidence of continuing professional development. | An on-going desire for personal development through appropriate training. |
| SPECIAL KNOWLEDGE | Must be able to demonstrate an ability to undertake complex investigations and make independent decisions without supervision on a regular basis, recognising personal limits and when to ask for assistance and support.  Ability to understand and interpret and apply legislative requirements practically.  Working knowledge of Microsoft Office products, particularly: Word, Excel, Powerpoint, Outlook, Internet Explorer | Knowledge of the legislation specific to the remit of anti-social behaviour. |
| PERSONAL CIRCUMSTANCES | Flexible and willing to work outside of normal office hours as required.  Current and valid driving licence.  Use of a car. |  |
| DISPOSITION AND ATTITUDE | Committed to the role and customer service.  Excellent communication and interpersonal skills.  Able and willing to take responsibility.  Self-motivated to work both autonomously and as part of a team.  Ability to be calm and work /deliver under pressure.  Excellent written and verbal communication skills.  Highly motivated with a ‘can do’ attitude.  Maintain confidentiality and discretion.  Trustworthy and honest with highest standard of integrity. |  |
| PRACTICAL/INTELLECTUAL | Ability to organise and prioritise work to achieve own workloads and meet targets in the service plan and effectively manage several projects and tasks.  Track record of evidence gathering, analytical, problem-solving and decision making skills.  Good negotiation and conflict management skills,  Imaginative/innovative.  Evidence of tact and discretion in dealing with confidential and sensitive matters. |  |