

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Safer Neighbourhoods Officer</b>
<b>GRADE:</b>	<b>7A</b>
<b>REPORTING TO:</b>	<b>Safer Neighbourhoods Team Leader</b>
<b>RESPONSIBLE FOR:</b>	<b>N/A</b>

## ROLE SUMMARY

The Safer Neighbourhoods Officer will deal with serious breaches of tenancy using all appropriate tools and powers to resolve issues. They will be responsible for developing and maintaining effective internal and external working relationships across the neighbourhoods, involving partners including the Police and Local Authority, to ensure that breaches of tenancy and anti-social behaviour are dealt with quickly and effectively.

To act as an ambassador for believe housing working with internal and external partners to deliver excellent services to the neighbourhoods in which we work.

## MAIN DUTIES & RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

- Carry out investigations and take appropriate action to ensure an effective service which deals with breaches of tenancy quickly and effectively, using all of the tools and powers available.
- Work proactively with partner agencies to ensure that there is a coordinated approach to dealing with tenancy breaches and to reduce crime and anti-social behaviour in the neighbourhoods.
- To assess the needs of victims and perpetrators and refer to internal and external providers/partners for support where appropriate.
- To ensure the effective reporting of safeguarding issues.
- To manage a caseload and conflicting priorities, including preparation of legal paperwork such as Notices and witness statements.
- Represent believe housing in court and monitor compliance with court orders.
- To work with partners around community safety, prevention and education initiatives.



- To maintain a good working knowledge of all relevant legislation, procedures and working practices relating to the Safer Neighbourhoods service.
- To deal with investigations in line with all current KPI's/performance measures/service standards.
- Assist the team leader in the development/improvement of services.
- Manage health and safety issues in your area of responsibility in line with the relevant section(s) of the relevant Health and Safety Policy.
- Comply with confidentiality and information security policies at all times.
- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Qualifications	5 GCSE's or equivalent and/or relevant experience		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Experience	<p>Working with the public</p> <p>Working in a housing management related discipline, preferably around breaches of tenancy</p> <p>Maintaining and developing effective partnership working</p> <p>Delivering outstanding, customer focussed services</p> <p>Working as part of a team and in partnership with other services and officers.</p>	Preparing legal paperwork and attending court	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> </ul>
Skills/knowledge	<p>A positive attitude to customer service and personal development</p> <p>Good knowledge of housing/ASB legislation, policies and working practices</p> <p>Able to work on own initiative and as part of a team</p> <p>Good communication and interpersonal skills</p> <p>Proficient in the use of IT systems</p> <p>Working knowledge of general housing law and current housing issues</p> <p>Ability to manage a caseload and conflicting priorities.</p> <p>Ability to deal with difficult situations in a positive manner with tact and diplomacy</p>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> </ul>

Ability to meet the travel requirements of the post		
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