ROLE DESCRIPTION: Safer Communities Officer- Anti Social Behaviour

Reports to: Safer Communities Team Manager

Responsible for:

- Delivering high quality, cost effective, customer focused services.
- Delivering a pro-active service to prevent and tackle issues of anti-social behaviour and domestic abuse across the Karbon geography
- Provision of a holistic housing management service, build and maintain relationships with customers and sustain tenancies
- Delivery of the Group's Housing management, anti-social behaviour, domestic abuse and compliance policies and procedures
- Progressing any legal action in relation to anti-social behaviour, domestic abuse and any compliance related matters

Role purpose:

To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.

To be accountable for delivering the highest possible standard of housing service, support and advice for customers.

To identify opportunities for improvement and address any concerns, providing guidance/training/ feedback to support service delivery.

Act as a positive member of the Community Safety team, collaborating with other colleagues across all departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.

Key responsibilities:

Teamwork:

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1. Contribute to the success of your team through the delivery of housing, anti-social behaviour, domestic abuse and compliance services, as a member of the Community Safety Team.
2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values and culture.
4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.

Delivery:

5. Support the development and delivery of effective and high quality anti-social behaviour, domestic abuse and compliance services to customers across Karbon geography in line with related housing strategies and policies to ensure effective sustainment of tenancies and neighbourhoods
6. Acknowledge and respond to contact and queries received in person, via email, telephone or social media from customers in relation to housing management, tenancy breaches, anti-social behaviour, domestic abuse and compliance matters.
7. Respond to and effectively manage incidents of anti-social behaviour, domestic abuse and any other tenancy breaches using both legal and non-legal remedies.
8. Identify and manage high risk situations, reducing the risk swiftly where possible whilst promoting the Karbon values
9. Investigate cases of nuisance and anti-social behaviour and domestic abuse reported by tenants, residents or third parties using all tools available.
10. Installation and monitoring of surveillance equipment, noise monitoring and any other security measures
11. Review any evidence gathered through the use of surveillance tools, producing reports for customer feedback and the use in legal action.
12. Instigate legal action as necessary including evidence gathering, preparation and presentation of cases at court and attend evictions.
13. Monitor and manage any court orders effectively, dealing with any breaches of orders including preparing and presenting cases for court proceedings.
14. Proactively work towards tackling anti-social behaviour, crime, the fear of crime and domestic abuse. Promoting Karbon Homes profile and Community Safety strategies across the geography with any relevant external partners or agencies.
15. Identify opportunities for diversionary work and early intervention to ensure tenancies and neighbourhoods are effectively managed in line with our Community Safety strategies.

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16. Provide support for both victims and perpetrators as well as for the wider community throughout the process. Identify support needs and make referrals for victims', perpetrators or other residents to relevant support agencies where appropriate.
17. Identify support needs and co-ordinate ongoing support for customers to facilitate tenancy sustainment
18. Identify and report any safeguarding issues and represent Karbon Homes at safeguarding or multi agency meetings when required.
19. Develop and maintain effective working relationships with all Housing teams, including Supported, Specialist Housing teams, Home Choice, Homes and Income teams.
20. Develop and maintain effective working relationships across other internal teams such as Community Investment, Community Engagement, Money Matters, KPS, and Development.
21. Develop and maintain effective working relationships with any relevant external partners and agencies such as Police, Social Services and Local Authorities
22. Support, assist and deliver with service improvements and developments as required.
23. Actively look to maximise the use of ICT facilities and new technologies and act as an ambassador during implementation.
24. Work with colleagues across the business to ensure all our data is accurate and maintained and data protocols are followed to maintain integrity.

The above list is not exhaustive and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

Organisation wide:

25. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
26. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
27. Ensure that services fully comply with all organisational policy and procedures.
28. Ensure that risks within the directorate's activities are identified, removed or minimised.
29. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
30. Responsible with the Management team for the effective utilisation of Group assets.
31. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
32. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Safer Communities Officer role is part of the Community Safety Team. As with all Team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

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PERSON SPECIFICATION: Safer Communities Officer – Anti Social Behaviour

Experience and qualifications:

a. A strong record of demonstrable achievement in dealing with anti-social behaviour, domestic abuse, housing management and tenancy enforcement issues using risk assessment measures (E)
b. Experience of delivering services to prevent and tackle anti-social behaviour and promoting community safety (E)
c. Experience of legal processes in tackling anti-social behaviour, domestic abuse, tenancy breaches and compliance matters (E)
d. Able to prepare and present legal documentation for court proceedings and provide relevant support to customers through the legal process (E)
e. Experience of dealing with high risk, challenging situations and customers (E)
f. Experience of using and monitoring the use of CCTV and noise monitoring equipment in line with relevant legislative requirements (D)
g. Relevant housing qualification or work experience (E)
h. Experience of working effectively in communities (E)
i. Experience of working in partnership with internal (and external) stakeholders to deliver excellence (E)
j. Experience of collaborating and working as part of an effective team (E)
k. Demonstrable computer literacy with experience in the Microsoft Office programs (E)
l. Commitment to continued professional development (D)
m. Full clean driving licence and access to a car (E)

Knowledge:

n. Up to date knowledge of legislation in relation to housing provision, community safety, anti-social behaviour and domestic abuse (E)
o. Knowledge of legislation and policy issues relating to neighbourhood management and creating sustainable communities (E)
p. Knowledge of current and future challenges facing social housing (E)
q. Knowledge of health and safety legislation in the workplace, applying to self and others (E)

Skills:

r. Ability to use judgement and take ownership of decision making (E)
s. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (E)
t. Ability to prioritise workload and work well under pressure to meet deadlines (E)
u. Ability to manage risks and make sound judgements, whilst not being risk averse (E)
v. Good level of written, presentation and interpersonal communication skills (E)
w. Ability to work individually or as part of a team (E)

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Attributes:
x. Transparent and open, acting with integrity and able to build high levels of trust (E) y. Committed to diversity and inclusion (E) z. Champions innovation and encourages ideas (E) aa. Resilient and able to work under pressure (E) bb. Collaborative and inclusive (E) cc. Actively role model and champion the Karbon vision, values and purpose (E) dd. Committed to excellence in service delivery (E)

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