



JOB DESCRIPTION

Safer Neighbourhoods Team Leader Level 5

Job Purpose

Lead the delivery of a high-quality Anti-Social Behaviour (ASB) service across Citizen's communities, ensuring effective case management, legal compliance, and positive outcomes for residents.

Manage Safer Neighbourhood Officers, oversee complex and high-risk cases, and work collaboratively with internal teams and external partners to ensure timely and proportionate responses to ASB.

Provide expert advice, guidance, and case oversight to support consistent and lawful practice across Safer Neighbourhood Officers and Neighbourhood Officers managing routine cases.

Contribute specialist ASB knowledge to strengthen Citizen's policies, procedures, and operational practice.

Key Responsibilities

- Lead and manage the Safer Neighbourhood Officers, ensuring clear expectations, effective supervision, and high-quality case management.
- Allocate caseloads, monitor performance, and ensure compliance with service standards, procedures, and legal requirements.
- Provide expert guidance on complex or high risk ASB cases, supporting consistent and lawful practice across the team.
- Ensure all ASB casework is accurately recorded, progressed within agreed timescales, and supported by appropriate evidence and documentation.
- Ensure risk assessments, action plans, interventions, and enforcement decisions are in line with policy and legislation.
- Authorise and oversee the use of ASB enforcement tools (e.g. Injunctions and possession action) and attend court where required.
- Ensure victims and witnesses receive appropriate support and that early intervention and restorative approaches are used where appropriate.
- Represent Citizen at multi agency meetings such as case conferences working collaboratively with police, local authorities, safeguarding teams, and community partners.

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- Promote community reassurance and support neighbourhood problem solving initiatives.
- Ensure customer satisfaction mechanisms are in place and use feedback to improve service delivery.

Operational Leadership and Service Improvement

- Ensure day to day ASB services are delivered in line with Citizen's values and support positive outcomes for residents.
- Maintain compliance with legislation, local authority contracts, safeguarding requirements, health and safety standards, and regulatory expectations.
- Support continuous improvement by identifying practical service enhancements and implementing agreed changes.
- Translate legal, policy, and technical requirements into clear, accessible processes for staff and residents.
- Build and maintain effective working relationships with partners, contractors, and third-party providers to support high performance and service reliability.
- Identify operational risks and escalate concerns appropriately, ensuring controls and checks are followed.
- Use performance data, resident feedback, and case insights to inform operational decisions and contribute to service improvement discussions.
- Monitor the impact of operational changes and provide feedback to the Neighbourhood Service Manager to ensure improvements deliver meaningful benefits for residents.

Financial and Team Management

- Manage delegated budgets for ASB and neighbourhood services, ensuring financial control, value for money, and efficient use of resources.
- Oversee day to day provider and contractor performance, ensuring compliance with contract requirements and escalating issues where necessary.
- Contribute operational insight to tender submissions, business cases, and funding proposals.
- Lead, support, and develop your team to deliver high standards of practice, ensuring alignment with Citizen's values and behaviours.

General

Safeguarding

Ensure safeguarding is consistently embedded within Safer Neighbourhoods and Neighbourhoods services by promoting staff awareness, supporting colleagues to follow policy and legislation, and fostering a culture where concerns are recognised, reported, and acted upon promptly. Escalate safeguarding issues appropriately and contribute to maintaining a safe and accountable service environment.

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Equality and Diversity

Lead by example in promoting equality, diversity, and inclusion across all areas of service delivery. Ensure day-to-day practices are fair, inclusive, and responsive to the diverse needs of residents, colleagues, and stakeholders. Support your team to understand and apply EDI principles in their work.

Service Management and Collaborative Working

Play an active role within the wider Neighbourhood, Housing, and CASH leadership group, demonstrating a strong commitment to delivering high-quality, customer-focused services. Work collaboratively with colleagues across departments to support effective problem-solving, share good practice, and ensure joined-up service delivery that meets residents' needs.

Person Specification

Education, Qualifications and Training

- Educated to A Level, Level 3, or equivalent experience in a relevant field.
- Evidence of continuous professional development related to housing, community safety, ASB, or neighbourhood management.
- Training in safeguarding, risk management, or trauma informed practice (or willingness to undertake).
- Formal ASB, housing law, or enforcement related training (desirable).
- Full UK driving licence.

Knowledge and Experience

- Experience managing or leading ASB or neighbourhood casework within housing, local authority, policing, or community safety settings.
- Strong understanding of the Anti-Social Behaviour, Crime and Policing Act 2014 and related enforcement tools.
- Experience supporting staff through supervision, coaching, or case oversight.
- Demonstrable experience of partnership working with police, local authorities, safeguarding teams, and community agencies.
- Experience preparing case files, legal documentation, and evidence bundles for enforcement action.
- Knowledge of safeguarding responsibilities and the ability to identify and escalate concerns appropriately.
- Understanding of equality, diversity, and inclusion principles and how they apply to service delivery.
- Experience using performance data, customer feedback, and case insights to inform operational decisions.

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- Experience managing challenging customers, conflict resolution, and supporting vulnerable residents.
- Experience working within regulatory, contractual, or compliance frameworks (desirable).

Role Specific Skills and Behaviours

- Strong leadership skills with the ability to motivate, support, and develop staff.
- Excellent communication skills, with the ability to explain complex information clearly to residents, colleagues, and partners.
- Confident decision making, particularly in high risk or time sensitive situations.
- Ability to manage competing priorities, organise workloads, and maintain high standards of accuracy.
- Skilled in problem solving and applying proportionate, evidence-based interventions.
- Ability to build positive relationships with partners and work collaboratively to achieve shared outcomes.
- Resilient, calm under pressure, and able to manage emotionally sensitive or challenging situations.
- Commitment to delivering high quality, customer focused services.
- Demonstrates behaviours aligned with Citizen's values, including professionalism, accountability, and respect.
- Strong IT skills, including case management systems, reporting tools, and Microsoft Office applications.
- DBS - Basic

Out of Hours

You will participate in an out of hours rota to help during urgent incidents and to support emergency planning activities.

Citizens Values – It is important that you live our Values

- **BRAVE** – I positively challenge, I actively encourage contribution, and I make decisions and take ownership.
- **AMBITIOUS** – I am driving positive change and innovation, I positively seek solutions, and I strive for excellence.
- **Honest** - I am truthful and open, I do what I say I will do, and I listen and learn from feedback.
- **CITIZEN** - We work together on shared objectives, we create an inclusive environment for all, and we think customer first

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