

<b>Role Title</b>	<b>ASB Senior</b>
<b>Job Family</b>	<b>Resident Services</b>
<b>Competency Level</b>	<b>Principal Officer/Manager</b>
<b>Pay Range / Scale</b>	<b>£52,194 - £55,323, PO5</b>
<b>Purpose</b>	
To develop and operationally manage the ASB service area. To ensure quality and value for money at all times. To ensure the service complies with relevant legislation, regulations and policies.	
<b>Generic Accountabilities</b>	<b>End Result/Outcomes</b>
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required.  Changes to priorities are accommodated.  Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints.  Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according relevant guidelines / regulations / procedures.  Customer / stakeholder views are available to inform recommendations.  Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure.  Information is managed efficiently and accurately.  Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use.  Issues are clearly summarised, progress and implications are reported.  The council's position is clearly stated.

<p>Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.</p>	<p>Information, advice and support are accurate, timely and constructive.</p> <p>Problems are identified.</p> <p>Issues are managed through to a satisfactory conclusion, or escalated if appropriate.</p> <p>Risk to the Council / customers is minimised.</p>
<p>Contribute to identifying and delivering information / activities to support service delivery / promote the service area /.</p>	<p>Requirements are effectively identified.</p> <p>All materials / activities are delivered to the required standards and timescales.</p> <p>Information / activities achieve desired results.</p>
<p>Challenge customers' practice and minimise risk, referring concerns to line manager.</p>	<p>Customer risks are assessed.</p> <p>Relevant health, safety and welfare requirements are met.</p>
<p>Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.</p>	<p>Improvement opportunities and plans to achieve them are identified and recommended.</p> <p>Agreed improvements are developed, delivered and evaluated.</p> <p>Changes are effectively communicated to others.</p>
<p>Lead projects or improvement programmes, or contribute to the delivery of larger projects</p>	<p>Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues.</p> <p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>All project documentation and reports are completed correctly.</p>
<p>Support others in their development, including external organisations / customers where appropriate.</p>	<p>Identify any changes that may impact the service / profession.</p> <p>Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).</p>

<p>Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.</p>	<p>Relevant work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Communications are clear, well planned and effective.</p> <p>Best practice is shared and promoted.</p>
<p>Support partnership agreements and partnership working within area of responsibility.</p>	<p>Activities which support partnership working are effectively delivered.</p> <p>Partnership working groups produce valid and timely outputs.</p>
<p>Contribute to service / business plans for area of responsibility and to wider service planning and development activities.</p> <p>Contribute to budget planning as required.</p>	<p>Service / business plans reflect input.</p>
<p>Quality check documents, decisions and / or presentations before delivery</p>	<p>All work meets the required standards</p>
<p>Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.</p>	<p>All policies and procedures are complied with.</p>
<p><b>Job Specific Accountabilities:</b></p>	
<p>Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information.</p> <p>Manage escalated or complex customer issues within the relevant area.</p>	<p>Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility.</p> <p>Issues are managed through to a satisfactory conclusion.</p> <p>Risk to the Council is minimised.</p>
<p>Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.</p>	<p>Changes to systems, policies and / or procedures are identified and recommended.</p> <p>All updates, amendments, developments are tested and approved prior to delivery.</p> <p>Customers receive prompt, accurate policy / procedural updates.</p> <p>Service standards are improved.</p>

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.
To be responsible for ASB Enforcement using powers in line with legislation, guidance and the ASB Strategy.	All breaches of legislation are enforced in accordance with the Borough's ASB Strategy and the Borough's priorities.
To undertake specific effective enforcement and compliance activities	Effective interventions are made to combat anti-social behaviour in accordance with procedures.
To ensure that enforcement actions are progressed in accordance with processes and procedures.	All breaches of legislation are enforced in accordance with the Borough's ASB Strategy.
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.	All cases for Court are prepared properly in accordance with procedures.  Evidence is gathered and recorded correctly.
To carry out regular case reviews with ASB officers and monitor and manage performance.	Regular case reviews to be held and action plans implemented on a case by case basis
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	To build a good and strong working relationship with external partners and council departments  ASB is managed effectively and efficiently.

<p>To act up for the Team Manager in their absence.</p>	<p>ASB and noise nuisance are managed in accordance with procedures.</p>
<p><b>Supervision/Performance management</b></p>	<p><b>Regular management supervisory meetings are undertaken with staff to ensure procedures and policies are being followed. In addition to ensure staff competencies.</b></p>
<p>To work closely with Regulatory Services, Neighbourhoods, Housing and other areas to provide an effective and customer-oriented proactive service to reduce and prevent anti-social behaviour.</p>	<p>Implement multi-agency working across service areas.</p>
<p>To provide the ASB Manager with detailed information regarding the provision of ASB casework support in order that Service level Agreements can be monitored by the ASB Manager</p>	<p>Regular case reviews with service areas signed up to SLA's</p>

**Nature of Contacts**

Typically involves Heads of Service and Senior Managers across the authority, and external agencies and organisations providing advice.

Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

Provide specialist advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

**Procedural Context**

Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals.  
Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility.

Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations

### **Key Facts and Figures**

Be on call out for urgent matters as required and work outside of normal working hours as required for the job purpose or wider 'Enforcement' tasking objectives.

### **Resourcing**

Budget Responsibilities: N/A

Supervisory Responsibilities: Up to five staff

### **Knowledge, Skills and Experience**

- 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.
- Proven knowledge and understanding of relevant legislation/ guidance/ directives relating to ASB including enviro-crime, noise and nuisance.
- Experience of monitoring service providers and gathering data / intelligence for the production of performance reports.
- Experience of leading on successful enforcement operations with partners.
- Experience of the monitoring, preparation and presentation of case files for legal proceedings.
- Ability to represent senior management in the designated area.
- Experience of supervising staff.

### **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