**Person Specification**



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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Job Title | Community Safety (Anti-Social Behaviour (ASB)) Officer | | | | Directorate | Housing & Communities | | | | |
|  |  | | | |  |  | | | | |
| Post Number |  | | | | Division | Community Housing / Community Safety | | | | |
|  |  | | | |  |  | | | | |
| Grade | 9 | Salary | | £37,938 - £40,476 | Section | Community Safety (ASB) Team | | | | |
|  |  |  | |  |  | |  | | | |
| Criteria (Essential) | | | | | | | Assessment By | | | |
|  | | | | | | |  | Application | Interview | Test |
|  | | | | | | |  | √ | √ | √ |
| Experience | | | | | | |  |  |  |  |
| Be able to demonstrate significant operational experience delivering Housing Management / ASB Services, including the application of Housing & ASB legislation and best practice | | | | | | |  | √ | √ | √ |
| Experience of dealing with crime and/or anti-social behaviour casework, including assessment of complaints, investigation and collation of legal files. | | | | | | |  | √ | √ | √ |
| Experience in compiling files of evidence for all court arenas, including attending court to provide evidence. | | | | | | |  | √ | √ | √ |
| Be able to demonstrate a sound knowledge of accepted good practice in service delivery within the social housing sector and ASB related services and responding to reports of ASB. | | | | | | |  | √ | √ | √ |
| Be able to demonstrate personal planning and prioritising work to meet competing deadlines | | | | | | |  | √ | √ | √ |
| Be able to demonstrate experience of personal contributions to service improvement | | | | | | |  | √ | √ | √ |
| Be able to demonstrate experience of performance monitoring and improvement | | | | | | |  | √ | √ |  |
| Be able to demonstrate having worked in a customer environment and given outstanding service | | | | | | |  | √ | √ | √ |
|  | | | | | | |  |  |  |  |
| Qualifications / Training | | | | | | |  |  |  |  |
| Educated to ‘o’ level standard in Maths and English / equivalent (or above) | | | | | | |  | √ |  |  |
| Evidence of on-going personal development | | | | | | |  | √ |  |  |
|  | | | | | | |  |  |  |  |
| Practical Skills | | | | | | |  |  |  |  |
| A high level of communication and interpersonal skills | | | | | | |  | √ | √ |  |
| Effective negotiator/mediator | | | | | | |  |  |  |  |
| Be able to demonstrate excellent organisational and problem-solving skills | | | | | | |  | √ | √ | √ |
| Be able to write letters and produce information in plain accurate English to communicate effectively to a wide variety of audiences | | | | | | |  | √ | √ | √ |
| To be a good team player but also to work independently and make difficult decisions when required | | | | | | |  | √ | √ |  |
| Be able to secure the co-operation of others in delivering the service | | | | | | |  | √ | √ |  |
| To be able to analyse and interpret complex information and use it in individual casework | | | | | | |  | √ | √ | √ |
| Able to make reasoned decisions and identify appropriate actions | | | | | | |  | √ | √ |  |
| To be computer literate and competent in using office information & communication systems | | | | | | |  | √ | √ |  |
|  | | | | | | |  |  |  |  |
| Personal Qualities and Attributes | | | | | | |  |  |  |  |
| A knowledge of Equality & Diversity issues | | | | | | |  | √ | √ | √ |
| Commitment to anti-discriminatory and anti-oppressive practice | | | | | | |  | √ | √ | √ |
| Commitment to the continuous improvement of services, a quality service and customer satisfaction | | | | | | |  | √ | √ | √ |
| Innovative and receptive to new ideas and ways of working, and willing to challenge existing practices and propose practical alternative solutions | | | | | | |  | √ | √ |  |
| Resilience, and the ability to support customers and partners through difficult and challenging circumstances | | | | | | |  | √ | √ | √ |
| An understanding of the political nature of working in a local authority and the ability to work productively with elected members and community leaders | | | | | | |  | √ |  |  |
| Flexible and prepared to work outside normal hours according to the needs of the service | | | | | | |  | √ | √ | √ |
|  | | | | | | |  |  |  |  |
|  | | | | | | | | | | |
| Prepared By | | | Hayley Rowley | | | | | | | |
| Date | | | 15th March 2024 | | | | | | | |
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