**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 |  | √ | √ | √ |
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| Prepared By | Hayley Rowley |
| Date | 15th March 2024 |
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