# Job Description

**Role Profile**  Enforcement Officer II

**Service/Team** ASB Team

**Reports to** Julia Howlett, ASB Manager

**Responsible for** 0

**Number of posts**

**Post number** \_

**Career Grade** \_

**My job is to support those affected by anti-social behaviour (ASB) to improve the quality of life for the people of Bournemouth, Christchurch and Poole. Ensuring a victim centred approach is taken to address those issues of ASB which are causing the greatest harm and have an adverse impact on our communities.**

**Job Overview**

To provide a comprehensive service relating to the management of anti-social behaviour (ASB). This role focuses on early intervention, reassurance of victims and witnesses, protection of vulnerable victims, developing prevention strategies and taking enforcement action following thorough investigation. The role will also contribute to project led work on ASB

## Key Responsibilities

* Proactively manage incoming reports of ASB from a range of sources: investigate, manage and monitor an ASB caseload, opening and progressing cases in line with agreed procedures and good practice, identifying victims and any vulnerabilities, witnesses and perpetrators.
* Build clearly documented ASB cases ensuring all actions are detailed and recorded on electronic systems, including the preparation of witness statements and evidence gathered to enable the most appropriate action to be considered.
* To attend Court, as necessary, where legal action is taken. To give evidence, support witnesses through the court process and attend court as the instructing officer. Also to serve court orders, injunctions and notices as required.
* Ensure partnership working and community engagement is integral to your work, identifying community concerns and ensuring relevant agencies are actively engaging in victim focused solutions.
* Actively participate and coordinate action around place-based issues of ASB using problem solving methods to understand issues and identify tactics to impact on problems.

## Specific Qualifications and Experience

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| * Educated to A Level / NVQ3 or Diploma level or equivalent | Essential |
| * Detailed knowledge and understanding of anti-social behaviour legislation | Essential |
| * Knowledge of Housing Law | Desirable |
| * Knowledge of tenancy management | Desirable |
| * Knowledge of early intervention, escalation and enforcement processes and procedures | Essential |
| * Ability to plan and prioritise workload according to demands and requirements | Essential |
| * Manage a case load and maintaining accurate records | Essential |

## Personal Qualities & Attributes

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| --- | --- |
| * Ability to formally interview victims, witnesses & perpetrators and respond quickly to changing circumstances | Essential |
| * Ability to challenge and deal with offenders of ASB | Essential |
| * Ability to act in a confidential manner with sensitive, confidential, personal data | Essential |
| * Ability to write, implement, deliver and review a case/support plan | Essential |
| * Ability to exercise judgment, sensitivity and discretion to develop and manage stakeholder relationships and assigned cases | Essential |
| * Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations | Essential |
| * Knowledge of problem-solving methodologies | Desirable |

## Job Requirements

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| * The role holder may be working with vulnerable people or those with complex or multiple service needs | Essential |
| * The role holder will be required to pass the Police Vetting process to NPPV Level 2 | Essential |
| * Post holder may be required to travel between locations. | Essential |
| * Post holder may be required to work outside of normal hours | Essential |

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.