

# Job Description

## Anti-Social Behaviour and Nuisance Manager

Role Profile	Leadership Band N
Service/Team	Public Protection
Reports to	Head of Public Protection
Responsible for	5 direct reports with overall responsibility for 33 staff
Number of posts	1
Post number	TBC
Career Grade	Not applicable

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by leading the Council's anti-social behaviour delivery services and statutory residential nuisance and enviro-crime investigation, improving the safety and quality of life of the residents of BCP through collaborative, efficient and robust delivery and proportionate enforcement and support. The team is partnership focused, engaging with statutory bodies to achieve sustainable results and community improvements.**

### Job Overview

Under the direction of the Head of Public Protection, lead the Anti-social Behaviour, CSAS and Environmental Protection Team to provide high-quality, partnership focused services that maximise the potential of our people, develop the priority behaviours, and support BCP Council's values and priorities in order to create vibrant, safe communities and deliver value for money for our residents.

Collaborate with relevant partnerships and stakeholders to deliver the strategic objectives of BCP Council, ensuring that service is reflected in the partnership outcomes. Act as an advocate for the residents and communities of BCP Council, ensuring their voice is heard and taken into account when developing strategies and delivering outcomes.

Provide the professional expertise necessary to effectively carry out duties of the Team, including but not limited to, anti-social behaviour investigation and enforcement, safeguarding considerations and a victim focused approach to disorder, noise & statutory nuisances, enviro-crimes and Out-of-Hours services in relation to environmental functions.

The post-holder will be responsible for the planning, co-ordination and operational delivery of effective crime & disorder reduction plans at a locality level and lead the continued monitoring and evaluation of the relevant policy and statutory compliance framework.

### Key Responsibilities

- Deputise for the Head of Public Protection and provide professional support and assist in the delivery of statutory and non-statutory functions.
- Lead, develop and direct the Council's ASB and nuisance service in a manner that makes effective use of advice, assessment, risk-based interventions and enforcement action in order to meet the Council's statutory duties and protect our communities.
- Lead, manage, motivate and develop effective multi-disciplinary teams ensuring a consistently high standard of work, an equitable distribution of the workload, effective performance monitoring, and delivery of the Council's strategic aims and objectives.

- Oversee the regular review and updating of the ASB and Nuisance Service's processes, policies and procedures, ensuring that they are all compliant with the relevant legislation and, where practicable, reflect good practice.
- Lead, develop, promote and manage the ASB and Nuisance service in a manner that makes best use of the human and financial resources available to the Council, taking into account local conditions, government priorities and new legislation. Ensure robust and effective budget management including resourcing implications to ensure delivery of statutory functions and value for money.
- Hold accountability for setting appropriate fees, ensuring that resources are used appropriately and effectively within the context of the legislation and case law.
- Lead and direct Principle Officers in their management, programme management and policy development roles to ensure all staff have the capability to deliver inspection and enforcement activity, complex investigations, advice to residents & businesses, and case preparation for court hearings. Hold accountability for decisions relating to enforcement activity which may have significant consequences / risks to individuals and / or the community.

### **Specific Qualifications and Experience**

- BSc (Hons), MSc or equivalent in a relevant subject
- Management qualification (or equivalent experience)
- Expert knowledge of services delivered by the ASB and Nuisance Team
- Experience of leadership within multi-disciplinary enforcement services
- Experience of developing and delivering programmes and projects to include statutory enforcement functions
- Experience of liaising with portfolio-holders, senior leaders, and members

### **Personal Qualities & Attributes**

- Ability to lead a team within a changing environment and adapt to legislative and financial change, designing service delivery appropriately
- High level of resilience and ability to remain composed under pressure
- Confident in liaising with Council senior managers, Cabinet portfolio holders, and senior staff from outside organisations
- Demonstration of the Council's values and behaviours and promotion of those behaviours within teams
- Robust approach when faced with challenging behaviour from customers and staff

### **Job Requirements**

- DBS check and police vetting NPPV2 will be required for the role
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

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