



## Job Description

<b>Post:</b>	ASB Officer
<b>Directorate:</b>	Housing
<b>Team:</b>	ASB & Safeguarding
<b>Grade:</b>	Scale 6
<b>Responsible to:</b>	Community Safety Manager
<b>Responsible for:</b>	N/A

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### Purpose of Job

Increase residents' satisfaction with Poplar HARCA through effective and objective investigations into environmental nuisance and anti-social behaviour.

With the Community Safety Manager, use appropriate tools, powers and resources to tackle environmental nuisance and anti social behaviour, remedying cases to residents' satisfaction and preventing further occurrences.

### Main Duties and Responsibilities

1. Carry out investigations into complaints about environmental nuisance and anti-social behaviour according to the prescribed policy:
  - interview, take statements, arrange for and analyse surveillance and request information from partner agencies;
  - with the Community Safety Manager agree how to progress cases so ensuring timely and effective resolution;
  - with the Community Safety Manager progress to and represent Poplar HARCA at court and other tribunals – working closely with a solicitor and barrister;
  - record information accurately, consistently and according to procedures so ensuring up-to-date and accessible records and sharing information in accordance with agreed protocols;
  - once accredited, and within defined policy constraints, issue fixed penalty notices
2. Carry out patrols with the Police out of office hours, including Sundays, managing TOIL to ensure service provision is maintained.
3. Collate and report statistical information as required.
4. In response to requests from authorised officers, download CCTV images and store securely in line with policy guidelines.
5. Maintain effective liaison with colleagues and external agencies.
6. Make appropriate referrals to statutory or third sector organisations and agencies.

7. Represent Poplar HARCA at case conferences, consultation meetings, resident meetings and governance forums.
8. Respond to enquiries from whatever source.
9. Responsible for a caseload of investigations until resolution and/or closure:
10. Work as part of multi-agency teams to deliver initiatives.
11. Work closely with colleagues to ensure that residents and others are kept involved and up-to-date with the investigation into complaints.

**General**

- Undertake out of hours work.
- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- Due to the nature of this post, employment in this role is dependent on a Vetting and Barring Scheme check.

## Person Specification

**Post:** ASB Officer

**Grade:** Scale 6

**Team:** ASB & Safeguarding

**Directorate:** Housing

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	N/A
2. Skills	<ul style="list-style-type: none"> <li>a. Can use written and oral skills to influence, negotiate and persuade</li> <li>b. Commitment to improving performance</li> <li>c. Engages in straight-talking – is clear and constructive</li> <li>d. Proficient in use of information and communication technologies</li> </ul>
3. Experience	<ul style="list-style-type: none"> <li>a. Applying legislation, regulatory guidance, policies and procedures</li> <li>b. Meeting deadlines in a fast-paced, high-pressure environment</li> <li>c. Worked in a role with a similar level of responsibility</li> </ul>
4. Knowledge	<p>How to:</p> <ul style="list-style-type: none"> <li>a. Apply ASB-related legislation, regulation, best practice and legal precedents</li> <li>b. Apply Data Protection</li> <li>c. Maintain appropriate systems and procedures</li> <li>d. Present information in an appropriate format to a variety of audiences</li> <li>e. Work in a multi-agency/discipline environment</li> <li>f. Work in and with diverse communities</li> </ul>
5. Key Competencies	<ul style="list-style-type: none"> <li>a. Putting others first</li> <li>b. Achieving Results</li> <li>c. Open to change</li> <li>d. Informed and informing</li> <li>e. Personal Progress</li> <li>f. Partnership Working</li> <li>g. Problem Solving</li> </ul>