

**Job Description**

**Job Title:** Anti-Social Behaviour Officer

**Salary Grade:** Grade 6

**SCP:** 22 - 25

**Job Family:** People Care

**Job Profile:** PC 3

**Directorate:** People

**Work Environment:** Office / Agile

**Reports to:** Senior Anti-Social Behaviour Officer

**Number of Reports:** 0

**Purpose:**

To assist in the provision of a comprehensive and professional Anti-Social Behaviour Service; contributing to the implementation of various delivery plans, strategies and the City Plan. To address incidents of anti-social behaviour and domestic noise nuisance in the City of Sunderland working in partnership with other Sections of the Council, Directorates and external organisations.

**Key Responsibilities:**

Working in partnership with other Sections and Directorates of the Council and external organisations. Assisting in dealing with queries and representations from the general public, members and others.

Maintaining an awareness of relevant statutory and City Council regulations, procedures and practices and participating in ensuring Directorate Compliance. To provide advice and support to residents experiencing anti-social behaviour and domestic noise nuisance across the City.

Preparing and presenting data and intelligence and information at various forums.

Gather evidence from residents and present the details to Legal; attend court as and when necessary.

To work with private landlords to develop good practice initiatives for managing their properties and reducing incidents of anti-social behaviour and domestic noise.

To interview clients and perpetrators to support and modify behaviour.

To develop partnerships with voluntary and statutory organisations including youth services. Ensure positive relationships with all Council employees, Police, Registered Social Landlords, Housing Provider across all tenures, Youth Offending Service, Probation Youth Workers, Magistrates and County Court, Victim Support and Businesses, etc.

To work in conjunction with other team members and all relevant partners to tackle, incidents of anti-social behaviour, with particular emphasis upon the private rented sector.

Specialist service area knowledge is required on the tools and powers available to tackle Anti-Social Behaviour including Anti-social Behaviour, Crime and Policing Act 2014, an understanding of the Environmental Protection Act 1990 and the Rehabilitation Act 1974.

Preparing witness statements and submission of files to Legal, should enforcement action be necessary.

To understand the different needs and expectations of service users and expectations of customers.

To ensure identifications of vulnerable customers and the appropriate referral forms are submitted for immediate action. Being supportive to vulnerable victims to ensure risk is minimised.

To support the Senior Anti-Social Behaviour and the Assistant Director to ensure that an effective service is delivered to meet the aspirations of service users.

Creative skills to develop new solutions to problems as and when they arise.

Problem solve on a daily basis along with Partner agencies.

Negotiating and persuading skills to ensure customers, partners, service users and colleagues operate in a particular way.

Deal with sensitive matters or challenging or hostile behaviour from customers.

To prioritise work when faced with competing and conflicting deadlines and timescales.

Being flexible in approach to ensure responsive and effective delivery of service

To gather and collate performance data in relation to outputs and outcomes.

Work independently to set timescales and workload. Deliver delegated actions, at times under minimal supervision whilst allowing time for initiative. Working on difficult and unusual problems and within the framework of regulations and procedures.

Promote the Sunderland Accredited Landlord’s Scheme.

Evening and weekend work, as and when is required.

The applicant must have able to meet the requirements of the post and have access to a vehicle

A commitment to continuous improvement.

To promote and champion a positive organisation- wide culture that reflects the Council’s values.

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

**October 2019**