



PERSON SPECIFICATION: Anti-social Behaviour Officer

POST REFERENCE: 105368

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES AND AN ENHANCED DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.

REQUIREMENTS	ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F) (I) (T) (R)	DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F) (I) (T) (R)
<ul style="list-style-type: none">- Educational / vocational / occupational qualifications and / or training- Specific qualifications (or equivalents)	<p>Educated to Level 3 standard. For example A-level, or AS level, or NVQ level 3. (F)</p> <p>Willing to undertake training relevant to the performance of the role (F)</p>	<p>BTEC Level 3 Advanced Award in Community Safety, Crime and Nuisance Management or equivalent. (F)</p> <p>Detailed knowledge of government guidance and statutory legislation relevant to crime and disorder, housing management, community safety, and statutory nuisance. (F) (I)</p>

ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)		
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- Work or other relevant experience	<p>Experience of investigating complaints (F) (I)</p> <p>Experience of partnership working or working in a multi-agency team or working in a multi-disciplinary team (F) (I)</p>	<p>Experience of working in the community safety, criminal justice, or security industry field (F) (I)</p> <p>Experience of working in customer focused environment and delivering a high quality service to customers (F) (I)</p> <p>Experience of investigating complaints regarding anti-social behaviour, hate, tenancy breaches, criminal behaviour, community safety related issues (F) (I)</p> <p>Experience of basic data collection and analysis (F)</p> <p>Experience of managing conflicting priorities (F)</p> <p>Experience of taking a problem solving approach to casework (F) (I)</p> <p>Experience of dealing with difficult and demanding persons (F) (I)</p> <p>Experience of managing confidential and sensitive information (F)</p> <p>Experience of risk assessment and management (F)</p> <p>Experience of restorative practice (F)</p>



		<p>Experience of chairing meetings (F)</p> <p>Experience of speaking at public meetings (F)</p> <p>Experience of working with victims (F) (I)</p> <p>Experience of interviewing and taking witness statements (F) (I)</p> <p>Experience of acting as a professional witness at court (F) (I)</p> <p>Experience of preparing legal documents and case files, and applying to court (F) (I)</p> <p>Experience of writing reports (F)</p>
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<p>- Skills, abilities, knowledge and competencies</p>	<p>Good standard of verbal and written communication skills, with the ability to write clear, legible, and accurate reports of events which may be used as evidence in court (F) (I)</p> <p>Ability to work independently, and as part of a team forming productive and supportive professional relationships with colleagues and partners (F) (I)</p> <p>Ability to work and concentrate under pressure, and deal with disturbing incidents calmly (F) (I)</p> <p>Good I.T skills, including Microsoft Office Suite (F)</p>	<p>Understands responsibility for own and others health and safety (F)</p> <p>Commitment to equal opportunities and ability to promote anti-discriminatory practices (F)</p> <p>Working knowledge of Authority Public Protection (APP) case management system (F)</p> <p>Presentation skills (F)</p> <p>Able to demonstrate an understanding of the impact of crime and disorder on local neighbourhoods (F) (I)</p> <p>Guiding, negotiating, and persuasive skills (F) (I)</p> <p>Understanding of restorative practice (F)</p> <p>Able to demonstrate tact, sensitivity, and empathy towards members of the public who may be in distress (F) (I)</p>



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<p>- General competencies</p>	<p>Ability to travel the Borough independently in a personal vehicle (F)</p> <p>Full driving licence (F)</p> <p>Ability to prioritise and organise own workload to meet deadlines (F)</p> <p>Ability to be flexible in working hours, and demonstrates a reliable, flexible, “can do” attitude towards meeting the varying workload of the role (F) (I)</p>	<p>Demonstrates understanding of the environment in which the organisation currently operates and adopts a positive attitude towards change (F) (I)</p>



On-going Training Requirements

The post holder will be required to undertake the following mandatory/essential training at the frequency indicated.

Mandatory/Essential Training	Frequency
BTEC Level 3 Advanced Award in Community Safety, Crime and Nuisance Management or equivalent.	Within 12 months of employment.
Detailed knowledge of government guidance and statutory legislation relevant to crime and disorder, housing management, community safety, and statutory nuisance.	Within 12 months of employment.

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council's Occupational Health Service. (Having made reasonable adjustments in line with the Equality Act 2010 where necessary)

Date: August 2021