

# Role Profile – Senior Environmental ASB Officer

## INFORMATION ABOUT THE ROLE:

**Group:** Housing Environment and Healthy Communities  
**Service:** Strategic Housing and Residential Growth  
**Location:** Civic Centre and flexible working  
**Line Manager:** Private Sector Housing Manager  
**Car User Status:** Casual

SCP 34-37 £43,693 to £46,731

## WHAT WE WANT YOU TO DO.....

1. To organise, allocate and supervise the work of team members to ensure that systems, procedures, working arrangements, and legislation are followed and contribute towards key targets and objectives of the team.
2. To produce, implement and monitor service procedures and systems, and to recommend and make changes as necessary.
3. To support and guide team members in taking of all forms of environmental anti-social behaviour related enforcement action, in way that maximises the opportunity for successful outcomes.
4. The provision of professional advice, support and reports to management and members and attendance at meetings as necessary.
5. Liaison with other parts of the Council and with outside agencies.
6. To execute a personal caseload related to the professional work of the team to ensure the more complex and sensitive issues are dealt with.
7. To assist with team member recruitment, training, development, motivation and discipline to maximise the impact of the work of the team.
8. To support and guide team members in carrying out in-depth investigations into environmental anti-social behaviour and crime, such as fly-tipping, waste accumulations, littering and graffiti.
9. To update and monitor information systems, and produce reports and statistical information so that team performance and impact can be monitored and evaluated.
10. To assist with the development, design and implementation of projects and initiatives relevant to the work of the team.
11. Maintenance of an up to date professional knowledge of appropriate legal, technical and social issues to contribute to the objectives of the team.
12. Undertaking out of hours work as and when required.
13. Such other responsibilities allocated which are appropriate to the grade of the post.



## WHAT YOU NEED TO BE SUCCESSFUL..... *THE ESSENTIALS*

### THE KNOWLEDGE

- An understanding of the underlying causes of Environmental ASB and the informal resolutions available.
- Have detailed knowledge of the legislation, tools, powers and the associated statutory guidance that is available to tackle environmental antisocial behaviour and crime.
- Have knowledge of the Council's duties in respect of Environmental ASB, of Safeguarding and of data protection.

### THE QUALIFICATIONS

- Degree or an equivalent qualification, such as Level 6 diploma, award or NVQ.
- Current driving licence, or means to mobility support

### THE EXPERIENCE

- Experience of working in a role tackling environmental ASB, in supporting those affected and engaging with those responsible.
- Taking relevant forms of enforcement action.
- Supervising and supporting the work of others, including coaching/mentoring and performance management.
- Working with in-house colleagues and external agencies to solve environmental ASB and environmental crime related problems.
- Well-developed planning, organisational, communication and customer service skills
- Analytical skills to investigate and interpret information, draw conclusions and make recommendations for action.
- Project leadership/design and management/improvement of systems of work.



## OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

### **CUSTOMER FOCUSED**

Puts the customer first and provides excellent service to both internal and external customers.

### **GREAT AT COMMUNICATION**

Uses appropriate methods to express information in a clear and concise way to make sure people understand.

### **TEAM PLAYER**

Works with others to achieve results and develop good working relationships.

### **DEVELOPING TEAMS AND INDIVIDUALS**

Promotes and supports team and individual learning and development and uses delegation to create a sense of ownership of high-level organizational issues, and encouraging individuals to stretch beyond their current capabilities.

### **PERSONAL IMPACT**

Is Self-aware, learns continuously and adapts behaviour in response to feedback. Makes things happen, operates with resilience, flexibility and integrity.

### **MANAGING SERVICE DELIVERY**

Focuses on the community and service users to develop responsive customer focused services. Promotes cooperation by working with internal and external partners to plan, develop and deliver excellent services and operates effectively within the political framework and corporate policies and guidelines.

### **FACILITATING CHANGE**

Proactively leads and builds momentum for changes and sees it through.

### **MAKE THINGS HAPPEN**

Takes responsibility for personal organisation and achieving results.

### **FLEXIBLE**

Adapts to change and works effectively in a variety of situations.

### **LEARN AND DEVELOP**

Actively improves by developing and applying new skills and knowledge and learns from past experiences.

### **MANAGING PERFORMANCE**

Effectively manages the performance of teams and individuals to ensure results are achieved.

### **MAKING THINGS HAPPEN**

Empowers people to initiate change. Supports innovative ideas and new ways of working.

### **BUSINESS ACUMEN**

Understands and uses financial and performance data to identify business strengths and weaknesses. Is quick to understand and deal with a business situation in a manner that is likely to lead to a good outcome.

