

Role Profile – Environmental ASB Administration Officer

INFORMATION ABOUT THE ROLE:

Group:	Housing, Environment and Healthy Communities
Service:	Strategic Housing and Residential Growth
Location:	Civic Centre
Line Manager:	Senior Environmental ASB Officer
Car User Status:	None

SCP 8 – 11, £25,992 – £27,269

WHAT WE WANT YOU TO DO.....

1. Work as part of a team to support investigations into anti-social behaviour by providing appropriate and timely administrative support.
2. To access and populate a variety of information systems to help to detect the extent, place and cause of ASB, to aid ASB investigation and to prevent duplication.
3. Provide advice and support to those affected by and those causing all aspects of anti-social behaviour in order to stop, and prevent the recurrence of all anti-social behaviour problems.
4. Work with residents and service users to identify support needs, making appropriate referrals and liaising with partners and services to ensure individuals have the support they need to resolve and prevent all aspects of ASB problems and to thrive
5. Monitoring and updating information systems ensuring information held is correct and processed in compliance with GDPR, producing reports where required.
6. To use the Council's financial management system to raise and pay invoices, create purchase orders, monitor debt incurred by the work of the Team and owed to the Council and to provide financial information as required.
7. To receive incoming reports of all aspects of ASB and to provide reports to the team in a format that supports fast and timely investigation.
8. To be a key contact for residents and other service users in relation to their report, supporting them to provide information where required.
9. Take responsibility for managing own priorities and achieving key performance targets in line with the Council's performance indicators and service standards and those agreed at the annual appraisal.
10. Liaise with other sections of the Council and outside agencies to ensure the provision of a co-ordinated multi-agency approach to tackle anti-social behaviour.
11. To support the Senior Environmental and ASB Officer in the development of and continual improvement of the methods by which ASB reports can be made, stored, retrieved and monitored.
12. 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 what ASB is, and its impact on the community.
- Knowledge of the Council's and other agencies role in resolving ASB issues.
- Knowledge of a Council officer's role in Safeguarding and data protection.

THE QUALIFICATIONS

- 5 GCSE's A - C or 9 - 4 including Maths and English or relevant demonstratable experience
- Willingness to undertake additional training as required.
- Current driving licence, or means to mobility support

THE EXPERIENCE

- Experience of engagement with members of the public.
- Experience of providing excellent customer care.
- Of communicating effectively.
- Recording and relaying accurate and relevant information in a timely manner.
- Agile working with mobile devices such as iPads.
- Use of IT devices and MS Office and MS Teams.
- Experience of working under pressure, meeting targets and deadlines.

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

CUSTOMER FOCUSED

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

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

GREAT AT COMMUNICATION

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

FLEXIBLE

Adapts to change and works effectively in a variety of situations

TEAM PLAYER

Works with others to achieve results and develop good working relationships

LEARN AND DEVELOP

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

