

Job Description



Job Title: Safe Living Officer
Grade: N7
Reports To: Safe Living Manager
Number of Reports: nil

Key job element:

- Deliver a quality service which efficiently and effectively manages Anti-Social Behaviour services, from initial receipt of report through to resolution
- Deliver full range of appropriate powers in response to breaches of tenancy, including Injunctions, Closure Orders and Possession orders
- Prepare and present cases at Court
- Maintain accurate and detailed records
- Committed to delivering a service of customer excellence
- Embrace NCC values, standards and organisational goals
- Adherence to and achievement of performance targets
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services
- Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity
- Liaise with internal and external stakeholders and build constructive relationships which make it easier to do business with
- Actively contribute to regular reviews of Safe Living services to identify efficiencies and continually improve the service provision
- Maintain appropriate professional boundaries
- To apply high quality casework to local issues raised by Elected Members, the local community, partners and other stakeholders.
- Make regular visits to customers/residents/service users/complainants to aim to resolve issues at first point of contact.
- Signposting witnesses to relevant organisations where necessary.
- Undertake continuous professional development to maintain up to date knowledge around best practice and legislation.
- To undertake any other duties as and when required to support the delivery of service