Housing Anti Social Behaviour Manager

Reports to: Lead Manager Housing ASB
Direct reports: staff in the service

Evaluation: **585 points**
Grade: **N9**
Reference: **A5807**

Purpose

- The Housing ASB Manager is responsible for the operational management of a Housing ASB team, ensuring the effective management of anti-social behaviour (ASB), tenancy enforcement and neighbourhood safety services across Newcastle. The postholder will provide leadership, supervision and specialist guidance to Housing ASB Officers, Housing ASB Assistants and Neighbourhood Wardens, ensuring that cases are managed consistently, proportionately and in accordance with legislation, policy and best practice.
- The role supports the Lead Manager Housing ASB in delivering a high-performing, resident-focused service that protects communities, manages risk, responds to complex and high-risk cases, and represents Newcastle City Council as a key partner in working collaboratively with partner agencies to reduce ASB, improve neighbourhood safety and support sustainable tenancies

Main Duties

These are some of the typical duties you will be expected to perform. This is not exhaustive, and you may need to complete similar tasks as required.

1. To manage the day-to-day delivery and performance of the Housing ASB team, ensuring high-quality, person-centred responses to ASB, tenancy breaches, safeguarding concerns and public protection matters.

2. To provide specialist advice, guidance and training to staff, managers and colleagues across NCC on Housing ASB, tenancy enforcement, community safety, safeguarding and risk management issues.

3. To lead, motivate, supervise and develop Housing ASB Officers, Housing Assistants - ASB, Neighbourhood Wardens and other allocated staff, ensuring effective performance, wellbeing and professional development.

4. To effectively manage complex and high-risk cases, including those involving violence, hate crime, harassment, domestic abuse, public protection concerns and threats to staff, escalating risks as appropriate to directorate managers and elected members.

5. To support and deputise for the Lead Manager Housing ASB in partnership forums, safeguarding arrangements, public protection activity and Multi-Agency Public Protection Arrangements (MAPPA) meetings where required, providing expert advice and making decisions on behalf of Newcastle City Council.

6. To ensure effective management and maintenance of Potential Risk Indicator (PRI) processes and register, ensuring risks are identified, recorded, reviewed and mitigated appropriately.

7. To manage and develop the Neighbourhood Warden function, ensuring coordinated action to reduce environmental crime, anti-social behaviour and the fear of crime within communities, working with community partners and elected members.

8. To build and maintain effective relationships with internal teams, elected members and external partners such as the police to deliver coordinated and effective responses to community safety and neighbourhood issues.

9. To manage service budgets to implement antisocial behaviour and crime reduction measures in response to residents deemed at risk and community safety.

10. To manage service improvement, policy implementation, professional practice development and project work that supports delivery of the Housing ASB Strategy and wider Housing objectives.

11. To monitor service standards, performance, customer outcomes and case quality, ensuring compliance with legislation, policy, regulatory requirements and good practice.

12. To ensure safeguarding, equality, health and safety, data protection and risk management requirements are embedded throughout service delivery and decision-making.

13. To promote and implement our Equality policy in all aspects of your employment.

14. To help maintain a healthy, safe, and secure environment and to adhere to our policies and procedure.