Housing Anti Social Behaviour Manager

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Experience of managing and leading staff within housing management, anti-social behaviour, community safety or related services.
2. Excellent verbal and written communication skills, with the ability to influence, negotiate and build effective relationships with a wide range of stakeholders.
3. Ability to assess complex information related to community and individual risks, exercise professional judgement and make sound decisions in high-risk and sensitive situations.
4. Experience of providing specialist advice and guidance on anti-social behaviour, tenancy enforcement and risk management matters.
5. Proven ability to lead, motivate, develop and performance manage staff to deliver high-quality services.
6. Ability to manage competing priorities, allocate resources effectively and maintain service standards in a demanding operational environment.
7. Experience of working effectively within multi-agency partnerships, providing specialist knowledge to influence partners in order to achieve positive outcomes for customers and communities.
8. Professional qualification (level 3 or above) in ASB, Community Safety or related discipline with excellent knowledge of anti-social behaviour legislation, housing enforcement powers and associated regulatory requirements.
9. Experience of implementing service improvements and developing operational practice.
10. Ability to analyse data, identify trends and drive service improvement.
11. Experience of working within statutory and regulatory frameworks, including safeguarding, health and safety, data protection, equality and diversity.

12. Experience of managing service budgets, monitoring expenditure and ensuring resources are used effectively to deliver service priorities and achieve value for money

Desirable

1. Knowledge of social housing regulation and landlord responsibilities relating to neighbourhood management and ASB.
2. Holds a full driving licence.

Additional Requirements

Willingness to travel across the city as required by the role

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?