

JOB DESCRIPTION

SECTION ONE

Directorate:	Post Title:	Anti-Social Behaviour
Service: Housing Services		Officer
	Grade:	
	Post Number:	

SECTION TWO

Responsible to: Housing Manager (ASB)

Responsible for: -

SECTION THREE – Overall purpose of job

- To provide a comprehensive and consistent approach to dealing with complaints of ASB and breaches of conditions of tenancy for NNC tenants. This will include: noise complaints, pet nuisance, adherence to Sterile Block Policy, garden condition, property condition, and to robustly respond to complaints relating to crime and/or anti-social behaviour.
- To promote initiatives to build sustainable communities and reduce ASB.
- To work in accordance with North Northamptonshire Council's Housing Service's strategies, policies, protocols and procedures aimed at dealing effectively with, and minimising the occurrence of, anti social behaviour.
- To implement strategies to continually improve performance and promote solutions using legal and non-statutory remedies.
- To maintain legal knowledge and good practice when dealing with ASB and contribute to staff and member briefing guides and training.
- To work effectively in partnership with internal and external agencies to combat anti-social behaviour, including effective and professional liaison with all agencies to ensure that a co-ordinated, multi-agency approach is taken to resolving cases.
- To contribute to the development and implementation of cross-cutting initiatives, in line with the Council's values.

SECTION FOUR – Principal Responsibilities

Principal Responsibilities

1. To actively support the tenancy management team to ensure an effective response to allegations of anti-social behaviour in a proportionate and timely manner.
2. To effectively manage a varied caseload.
3. To ensure that all casework is conducted to the highest standard, is consistent with best practice, including a sensitive approach to victims, professional and flexible interviewing, maintaining confidentiality and accurate recording of all information.
4. To prepare information for, and give evidence in court, as required.
5. To deal effectively and appropriately with breaches of conditions of tenancy and anti-social behaviour, in consultation with partners, using the following or other methods: referral to voluntary or statutory agencies for support and intervention programmes; Dispute Resolution; ABC's; Injunctions; Possession Proceedings; Demoted Tenancies, Closure Orders, Criminal Behaviour Orders; Community Protection Notices.
6. To respond effectively to noise complaints, including utilising technology to assist in the monitoring of noise nuisance. This will include installation of noise monitoring equipment where appropriate.
7. To represent North Northamptonshire Council at partnership meetings, using knowledge and own initiative to make decisions on future action on a case-by-case basis.
8. To support complainants and witnesses, keeping all parties fully updated on the progress of the case. This includes preparation of witness statements, witness support in court and support and monitoring after legal proceedings.
9. To promote the use of restorative practices, making appropriate referrals.

SECTION FOUR (continued)

10. To seek funding for tackling anti-social behaviour and improving community safety initiatives.
11. To work with the tenancy management team, police and residents to identify locations vulnerable to nuisance, crime and anti-social behaviour and contribute towards devising strategies for addressing problems. For example contributing to neighbourhood plans and capital programmes.
12. To encourage tenancy management officers to take a proactive response to tenancy breaches and anti-social behaviour, with early intervention in

accordance with current policy and procedures.

13. To ensure that the needs of vulnerable residents and the most socially excluded are identified and appropriate actions are taken. This may include safeguarding referrals through our multi-agency safeguarding processes. (such as MASH, MARAC or ARM referrals.)
14. To contribute to allocation decisions and negotiate appropriate tenancy support for vulnerable tenants in order to sustain tenancies and reduce tenancy failure.

Resident Involvement

1. To promote the reduction of anti-social behaviour in any given area by contributing to the promotion of publicity or raising awareness, for example by organising and speaking at estate-based meetings or the Tenant Panels.

Monitoring and Performance Management

1. To assist with the production of regular and accurate performance data.
2. To monitor the performance data to identify trends, to be escalated to the Housing Manager (ASB).

Administration

1. To make full use of administration systems including new technology and IT systems and maintain comprehensive up to date records, in accordance with General Data Protection Regulations and Freedom of Information legislation.
2. To ensure that all correspondence, complaints and are dealt with in accordance with agreed timescales and standards.
3. To regularly review all cases to ensure relevant and proportionate action is being taken, or cases are closed in a timely manner.
4. To request and review feedback following case closure and ensure any feedback leads into service improvement.

SECTION FOUR (continued)

General

1. To make a positive contribution to the Tenancy Management team, sharing skills, coaching and developing other staff so that the whole team reaches its targets.
2. To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Head

of Housing.

SECTION FIVE – Main levels of contact

Internal: All teams within the Housing Unit, Customer Services, Democratic and Legal Services, Income and Debt Management, Environmental Health, Finance and Corporate Development, Performance Improvement, Elected Members.

External: Tenants and their representatives, Residents, Police, CSP, Tenants Forum, Social Care and Health, GP’s, Occupational Therapy, Probation Service, Registered Social Landlords, S2S, Solicitors, other Voluntary and Statutory Organisations.

SECTION SIX – Special features of the post

The concept of team working means that a flexible approach to work areas is required from the post holder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may be required therefore to carry out other such duties as the Housing Management Team may determine from time to time. However, the level of responsibility of such duties will not exceed the responsibility levels of the above.

SECTION SEVEN

Job Description prepared by: (Manager) Anne-Marie Loughran	Date 22 Nov 2024
Approved by: (Personnel)	Date
Agreed by: (Post holder)	Date