



Job Description and Person Specification

Job details

Job title:	Safer Community Officer
Grade:	NNCBAND05; NNCSCP11 - SPC13
Reports to:	Safer Communities (Operations) Manager
Responsible for:	The delivery of the Community Safety Partnership Plan to address anti-social behaviour (ASB) and hate crime, ensuring a multi-agency response to this.
Directorate and Service Area:	Public Health – Stronger and Safer Communities

Purpose of the job

This role will support in the development and delivery of the Community Safety Partnership Plan and initiatives to address crime, anti-social behaviour (ASB) and hate related incidents ensuring a multi-agency response. To work as a member of a team in taking a co-ordinated and pro-active approach towards investigating and preventing/reducing anti-social behaviour and disorder. Preparing applications for legal proceedings. Working in partnership with internal and external agencies/partners to safeguard victims and improve the quality of life for residents and businesses across North Northamptonshire. To act as a signpost to other agencies and council services and monitor progress of referrals.

Principal responsibilities

1. To investigate complaints of anti-social behaviour and hate crime and make recommendations/representations with appropriate persons to bring about solution. Understanding that enforcement action may be taken when informal remedies have been exhausted.
2. To liaise with partner agencies such as the Police, NNC Housing & Registered Social Housing providers, Private Landlords, Probation, Youth Service, Victim Support and Social Services, Northants Race Equality Council, domestic abuse services, sharing relevant information and intelligence.
3. To interview witnesses and complainants at a location of their choice to gather further evidence and statements, focusing on a victim centred approach. Provide witness support throughout the duration of cases.
4. To engage with alleged perpetrators to understand their circumstances and any barriers they are facing. Offering support mechanisms which in turn could reduce the alleged behaviours.
5. To effectively maintain all databases and administrative systems to ensure that all relevant documentation is readily accessible, up to date and is stored logically including performance information and anti-social behaviour cases.
6. To prepare files, provide evidence in legal proceedings and appear in Court as a witness or professional witness on behalf of the Council in anti-social behaviour cases that require enforcement action when necessary.
7. Support the design and implementation of intervention projects and activities to prevent crime and disorder in our communities to reduce the fear of crime.
8. To attend and facilitate external and internal meetings as a representative of the Safer Communities Team to share information and participate in prevention and diversion plans.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is always taken for the health, safety and welfare of yourself and other persons).

3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

- This post requires satisfactory clearance of a Disclosure and Barring Service (DBS)
- Maximise relationships across the team, service and organisational boundaries to achieve desired results.
- Keep up to date with new developments within areas of responsibility to enhance personal effectiveness.
- Communicate effectively with both individuals and groups of all sizes at all levels, internal and external to the Authority.
- Promote equal opportunities within all aspects of service delivery and employee relations.
- Post holder will be expected to work to the requirements of the service, occasionally working outside normal working hours and usual places of work.
- Post holder must be prepared to undertake training as required.
- A valid driving licence and access to a car for work purposes is essential for this post.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>An understanding of community safety and anti-social behaviour legislation gained through work experience.</p> <p>A good general education including GCSE Maths / English or equivalent.</p>	
Experience and Knowledge	<p>Working knowledge of the Crime & Disorder Act 1998</p> <p>Working knowledge of the Anti-Social Behaviour, Crime & Policing Act 2014</p> <p>An understanding of the social, economic and cultural issues surrounding crime and disorder and anti-social behaviour through either practical experience, theoretical or academic experience.</p> <p>To keep abreast with anti-social behaviour legislation, with an awareness of the delivery mechanisms and their impacts.</p> <p>Experience of working effectively within a political environment.</p>	Knowledge and awareness of Housing Legislation
Ability and Skills	<p>Spoken English sufficient to enable the effective performance of the role.</p> <p>Demonstrate excellent communication skills (verbal and written) and be able to effectively engage with a range of audiences.</p> <p>Ability to independently organise own work, co-ordinate and plan and oversee projects as required and meet deadlines.</p> <p>Collaboration and influencing skills and the ability to advocate for the Council's priorities in a complex external environment.</p> <p>Ability to problem solve and negotiate with different people.</p> <p>Ability to establish and maintain effective working relationships with agencies outside the Council concerned with community safety and crime prevention, including the police, probation service, Primary Care Trust, voluntary and private sector.</p> <p>Experience of working to deadlines and delivering results through effective planning and organising of work.</p> <p>Demonstrate the ability to respond to change in the working environment by showing willingness to adapt and be flexible to changing circumstances; seeking</p>	

Attributes	Essential criteria	Desirable criteria
	<p>advice from others when change occurs and maintaining work standards as circumstances change.</p> <p>Good IT skills and be proficient in using Microsoft Office i.e., Word, Excel, PowerPoint as well as other database systems.</p> <p>A commitment to Customer service and witness support.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Demonstrate an understanding of the safe working practices that apply to this role.</p> <p>A flexible and resilient approach to plan, organise and prioritise a demanding workload in order to maintain the delivery of multiple, competing short- and long-term objectives.</p> <p>Positive approach to working with colleagues, partners and Elected Members.</p> <p>Ability to travel to attend meetings and events and support.</p> <p>Willingness to undertake flexible working arrangements to meet work programme requirements.</p>	