

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

## ASB Engagement and Enforcement Officer

### Communities & Opportunities

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

### **Purpose and impact:**

To work as a member of the Anti-Social Behaviour & Hate Crime team taking a co-ordinated and pro-active approach towards investigating Anti-Social behaviour and to enforce the terms of the Northampton Public Space Protection Order.

Work in partnership with the Community Safety Team, internal and external agencies/partners to reduce ASB and PSPO breaches by early intervention and collaborative working.

To act as a visible deterrent to those wishing to engage in ASB and to breach the PSPO in Northampton Town Centre.

To enforce the terms of the PSPO with fixed Penalty notices and prosecution where applicable. To work alongside Northamptonshire Police Neighbourhood Policing Teams to patrol and engage with the Public in Northampton and provide a visible deterrent to ASB.

### **Accountable to:**

This role is accountable to the Community Safety Operations Manager. The role sits within Community Safety & Engagement Team, part of the Communities & Opportunities Directorate in West Northamptonshire Council.

### **Responsibilities:**

1. To reduce Anti-Social Behaviour within the Town Centre of Northampton and the immediate surrounding area by issuing fixed penalty notices, implementing appropriate interventions to fully investigate complaints
2. Lead and collaborate on an array of projects delivering for a wide demographic of the Public and those causing Anti-Social Behaviour offering advice and early intervention
3. Liaise with the Anti-Social Behaviour Case Managers in instances where Anti-Social Behaviour could warrant action under the various Legislative processes available to the Local Authority to combat Anti-Social Behaviour
4. To liaise with the Police and other agencies and internal services to inform of or investigate offences and take enforcement action under appropriate legislation, including issuing fixed penalty notices, cautions, supporting the gathering of evidence and compiling reports and statements for Criminal Behaviour Orders and Acceptable Behaviour Contracts and other legal action, and enforcing Public Space Protection Orders To ensure that all such action is taken in accordance with the Council's enforcement policy and procedures.
5. To provide and present evidence in legal proceedings and appear in Court as a witness, or professional witness, on behalf of the Council, in Anti-Social behaviour cases should that be warranted.
6. To implement support systems for victims of group disorder and Anti-Social behaviour and refer victims to support services should that be appropriate.

7. To work as part of the partnership between Northamptonshire Police and West Northamptonshire Councils Community Safety Partnership and ensure a visible presence within the Local Neighbourhood Policing Teams working with PCSO's & PC's to provide a reassuring presence within Northampton and to collaborate in days of action and other initiatives aimed at reducing Anti-Social Behaviour and provide support to the retail Crime initiative within Northampton.
8. To maintain accurate records in a thorough and organised manner to include confidential material and statistical information.
9. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviour.
11. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

To undertake any other duties commensurate with the position as designated by the line manager.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

| Skills and abilities:   | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Experience of dealing with people in a mediation role. The use of enforcement powers.   | D                     | A, I        |
| Excellent verbal and non-verbal communication /interpersonal skills to forge relationships with the local community and businesses and encourage motivate and enthuse in order to facilitate positive change. | E                     | A, I        |
| Good written communication skills to present information accurately, clearly and concisely  | E                     | A, I        |
| Physically fit to be able to patrol areas   | E                     | A, I        |
| Public speaking/presentation skills   | E                     | A, I        |
| The ability to work alone and within a team and to deal with people firmly and fairly   | E                     | A, I        |
| Prioritising/organising workload and use own initiative to set priorities, meet targets, monitor, evaluate and to review own workload.  | E                     | A, I        |
| To thoroughly pursue an investigation with a view to taking appropriate and commensurate action   | E                     | A, I        |

|   |   |      |
|---|---|------|
| To be able to deal with difficult situations and resolve conflict   | E | A, I |
| Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. | D | A, I |

| <b>Knowledge:</b>   | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| Knowledge of Anti-Social Behaviour issues and processes.    | E                     | A, I        |
| Knowledge of general and personal health and safety issues. | E                     | A, I        |

| <b>Relevant experience:</b>  | Essential / Desirable | Measured by |
|--|-----------------------|-------------|
| Experience of working in a community environment and dealing with businesses and members of the public in difficult situations | E                     | A, I        |

| <b>Education, training and work qualifications:</b>   | Essential / Desirable | Measured by |
|---|-----------------------|-------------|
| A Valid current driving licence (with access to a vehicle)  | E                     | A, I, D     |
| The post holder will be required to undergo training in order to become an accredited person for the purposes of the Police Reform Act 2002. An enhanced security/DBR check will be undertaken through the Police for this purpose. A high standard of personal honesty and integrity is required of the post holder in order to maintain the status as an accredited person. | E                     | A, I        |

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

**Additional pre-employment checks specific to this role include:**

Enhanced Disclosure and Barring Service check, Police and Counter Terrorism Check.

## Day-to-day in the role:

|                         |                             |                               |                           |
|-------------------------|-----------------------------|-------------------------------|---------------------------|
| <b>Hours:</b>           | 37                          | <b>Primary work base:</b>     | The Guildhall / One Angel |
| <b>Job family band:</b> | Communities & Opportunities | <b>Worker type:</b>           | Field-based worker        |
| <b>Salary range:</b>    | £31,324 – 33,017            | <b>Budget responsibility:</b> | N/A                       |

### People management – N/A

### Working conditions & how we work:

The role will require regular patrolling in all weathers, appropriate clothing will be supplied, you will be required to work some evenings and an occasional weekend.

This role has been identified as a part-flexible worker type, this means that you will be based at a specific work location, but will also have the ability to work from other locations to meet the demands of the role, when not working from an office you will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

|                          |  |
|--------------------------|--|
| <b>T</b> Trust           | We are honest, fair, transparent and accountable. We can be trusted to do what Trust we say we will.   |
| <b>H</b> High Performing | we get the basics right and what we do, we do well. We manage our business efficiently.  |
| <b>R</b> Respect         | we respect each other and our customers in a diverse, professional and supportive environment.   |
| <b>I</b> Innovate        | we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.  |
| <b>V</b> Value           | We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness |
| <b>E</b> Empower         | we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.  |

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”**

Should you require this document in another format or language, please contact:  
[Careers@westnorthants.gov.uk](mailto:Careers@westnorthants.gov.uk)

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

