

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Safer Communities Officer - Anti-Social Behaviour and Statutory Nuisance	Grade:	PO2
Reports to (Designation):	Safer Communities Operation Manager	Grade:	PO7
Directorate:	Community Services	Section:	Safer Communities Service

Main Purpose of the Job

To respond, investigate and where appropriate perform enforcement and regulatory functions to address complaints around the areas of community safety and crime, anti-social behavior and statutory nuisance.

To provide a timely response to complainants and Councillors according to set protocols and procedures, ensuring that complaints are appropriately investigated and actioned and necessary referrals made to support services and both internal and external partners.

To facilitate the identification of particular pockets/hotspots of concern in relation to anti-social behavior and environmental protection across Lewisham and to promote better partnership working with both statutory and voluntary agents. To set up, operate and monitor preventative and enforcement measures and initiatives to resolve such issues.

To provide advice and assistance to a range of external agencies including private landlords and homeowners, registered social landlords and the business community to tackle anti-social behavior and statutory nuisances using a broad range of interventions including preventative and legal remedies.

To act as responsible authority under the Licensing Act 2003 in regard to environmental noise nuisance, to include making representations on licence applications, attending committee hearings to provide evidence and where necessary attend court for appeal and legal proceedings.

Summary of Responsibilities and Personal Duties:

Casework and Enforcement

1. To manage a demanding and often complex caseload of complaints related to community safety, ASB and statutory nuisance issues, and to respond, investigate and where appropriate take enforcement action to address these complaints.
2. To respond to victims of crime and anti-social behaviour in a timely manner, recognising levels of risk and vulnerability, and adhering to set key performance indicators and legislation such as the community trigger.
3. To provide expert knowledge and advice to complainants and other partner agencies on the requirements of the Anti-Social Behaviour, Crime & Policing Act 2014, Crime and Disorder Act 1998, Environmental Protection Act 1990, Prevention of Damage by Pests Act 1949, and all other relevant legislation to the role.
4. Undertake appropriate enforcement action according to relevant legislation and local enforcement policy using intervention tools and enforcement powers.

5. Investigate complaints using a variety of methods including witnessing statutory nuisances taking place, installing noise and camera equipment where required, taking statements, gathering community impact statements and collecting diary sheets in order to undertake enforcement action.
6. To take enforcement action by using a range of tools including service statutory notices, warning letters, fines and prosecution.
7. To make representations under the Licensing Act 2003 as a responsible Authority to address problems of noise nuisance from licensed premises. To seek reviews of licences where required.
8. Prepare case reports, prosecution files and briefings for legal representatives and make recommendations for legal proceedings including the initial determination as to whether there is sufficient evidence and if the case is in the public interest to pursue. Conduct Pace Interviews where appropriate.
9. To attend court to present evidence as part of enforcement action taken.
10. To be responsible for logging complaints and evidence accurately on Assure/M3 or other relevant database and update regularly with details of action taken according to set protocols and standards.
11. To write responses to Mayoral/Member/MP enquiries related to casework and investigations.
12. To make a significant contribution to reducing crime and anti-social behaviour across Lewisham and as a result, to reduce the public's fear of crime and improve the quality of life for local communities.

Out of Hours Working

13. To participate in the delivery of the council's out of hours nuisance response service and to carry out related enforcement during the operational hours of the out of hours service by carrying out site visits in accordance with the departmental procedures on a rota basis as required by service needs.
14. To work out of usual office hours to witness nuisances as required to complete investigations. This may be during week days outside of the regular out of hour's nuisance response service at weekends.

Projects and Problem Solving Initiatives

15. Using an intelligence based approach assess, manage and facilitate the identification of particular pockets/hotspots of concern in relation to community safety, anti-social behavior and statutory nuisance across Lewisham. Analysing intelligence and information to inform the work will be critical.
16. Undertaking project work and problems solving action plans as required working to tight deadlines and in partnership with relevant agencies.
17. To work with partner agencies to address issues of crime and disorder and to organize and participate in multi-agency operations. This may include occasional or frequent working of unsociable hours, dependant on the issues under investigation and the tools/plans needed to tackle these.

General Responsibilities

18. Provide professional and technical advice to other members of the service and council as necessary.
19. To work with team manager to maintain and develop effectiveness of the service by ensuring service plans are met and performance is effectively monitored.

20. To undertake welfare assessments on Unauthorised encampments on the borough in line with the Joint Policy and Protocol for Unauthorised Encampments of Travellers in the Borough of Lewisham.
21. To contribute to delivery of Safer Lewisham Partnership and other relevant strategic plans and attend all appropriate and relevant committees as required.
22. To act as a 'super user' for the relevant database and undertake work to support the general administration and maintenance of the database.
23. Duties to be carried out in accordance to council and service policies, legislation and best professional practice in line with councils vision statement and overall policies and contribute to changes to be made as appropriate.
24. To contribute to the work of the Safer Communities Service in support of the Council's vision, values and priorities for action.
25. To assist the team manager in developing policies and procedures within this diverse area in accordance with changing needs as required.
26. To have regard to the provisions of GDPR and Data Protection regulations when undertaking work and handling sensitive data appropriately.

Internal Contacts: These include the wider Safer Communities Service, Environmental Protection Team, Supporting People Service, Children and Young People Directorate, Drugs and Alcohol Action Team, Strategy and Performance, Public Health, Private Sector Housing Enforcement Team, Planning

External Contacts: This will include Metropolitan Police, Probation Trust, Home Office departments, Housing Associations, NHS Healthcare Trust, Fire Service, Relevant 3rd Sector organisations, business community.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

IMPORTANT NOTE:

Whilst this role has a strand specialism, in order to build safer communities all strands within the Safer Communities Service, which includes Licensing, Anti-Social Behaviour, Trading Standards, Statutory Nuisance, VAWG, Violence Reduction, Community Engagement, Prevent, CCTV will be expected to support Service Delivery outside of their usual strand specialism. This could include 'Action Day's and Projects to address a specific concern that includes a number of the aforementioned strands. The requirement will be at the discretion of the senior management Safer Communities Service and will be based on Service/Council need.

Consideration will be given to making reasonable adjustments for a disabled post holder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: None **Number of partially managed staff:** None

PERSON SPECIFICATION

Job Title:	Safer Communities Officer - Anti-Social Behaviour and Statutory Nuisance	Post No:
Department :	Community Services	Grade: PO2
NOTICE FOR THE CANDIDATE		
The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. Those categories marked 'S' will be used especially for the purpose of shortlisting. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your Application Form. If you are disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.		
CATEGORY	ESSENTIAL REQUIREMENTS 'S'	
Equal Opportunities - Commitment to implement the Council's Equal Opportunities Policies - Awareness of Equal Opportunities issues Experience of working in diverse and multicultural communities, with a strong understanding of their differing needs and perspectives.		S
Knowledge - Good understanding of the current local and national agendas in relation to community safety and crime, anti-social behaviour and statutory nuisance. - Detailed knowledge of case work and legislative requirements related to Anti-social behavior and statutory nuisance. - Good understanding of Local Authority duties, powers, and resources in general, and detailed knowledge of local authorities' specific powers in relation to anti-social behaviour and statutory nuisance. - Awareness of the principles and application of RIPA, PACE & CPIA		
Aptitude - Flexibility to deliver on a range of issues and new emerging areas of work - Able to work effectively in a team and establish effective relationships with colleagues and key stakeholders		

• The ability to apply perspectives and research to the provision of services for victims, offenders, the wider community • Ability to negotiate effective working partnership with other internal departments and external agencies in the public, private and voluntary sector • Proven ability to work on own initiative, managing and prioritising workload, within a complex and wide ranging agenda • Ability to undertake complex investigations and follow through with enforcement where required • Ability to interpret and process complex information and reach valid conclusions • Ability to update quality and management information systems and the use of new technology	S
Skills • Excellent communications skills, both written and verbal • Excellent interpersonal skills, with the ability to listen and understand the need of the client or customer and be able to deliver appropriate and innovative solutions. • Excellent monitoring and reporting skills. • Skills to interpret and process complex information and reach valid conclusions. • Have the creativity to produce innovative solutions to complex issues spanning multiple organisations and people • Excellent Information technology skills • High standards required to prepare reports as required for a range of audiences • Proven skills in public engagement and services that interact with the public • Project management skills	S S
Experience • Significant experience of working in the areas of Crime reduction, Community Safety, ASB, Noise Nuisance and statutory nuisance. • Substantial practical experience in undertaking enforcement action • High level of problem solving experience • Experience of partnership working, and awareness of the advantages and challenges this can bring	S S

• Experience of providing advice to members of the public, staff and professionals • Experience of delivering projects • Experience of draft formal written responses to corporate complaints to a high standard. • Experience in service user and community engagement • Experience of preparing and giving of evidence in court and/or public inquiries. • Experience of responding effectively to changing demands and priorities, meeting targets and deadlines and maintaining quality services • Experience of presenting information at committee meetings	S S
General Education • Good numeracy and literacy – minimum of GCSE A-C including Maths and English • Willingness to undertake further training	S
Personal Qualities • Willingness to act corporately and collaboratively • Enthusiastic, innovative and imaginative in approach to work • An inclusive and supportive team player • Highly motivated and not easily discouraged • Flexible, innovative and creative approach • A strong commitment to probity, honesty, openness, treating people consistently, fairly and with respect	
Circumstances • This role will include regular out of hours working to undertake enforcement functions of the role and complete compliance inspections. Candidates must be available to work routinely outside office hours, including evenings, nights and weekend working on a rota basis. • Must be able to work in the community and work in a mobile fashion across the whole borough • Undertake unaccompanied site visits as appropriate.	

• Capable of working effectively both independently and within a team. • You will be required to carry out patrols wearing uniform	
Physical • Generally candidates must meet the standard Lewisham requirements for the post • Able to carry and transport equipment. • If you are disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.	

DBS Disclosure Required?
No ☐
Basic ☐
Enhanced ☒

(Tick as appropriate – guidance available from your HR Advisor)