

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	<b>ASB Manager</b>	<b>Grade:</b>	<b>PO6</b>
<b>Reports to (Designation):</b>	<b>Head of Housing &amp; Communities</b>	<b>Grade:</b>	
<b>Directorate:</b>	<b>Housing</b>	<b>Section:</b>	<b>Housing &amp; Communities</b>

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#### **Main Purpose of the job:**

To deliver a high quality, outcome focused ASB service. Leading a team to tackle ASB and support residents, using an efficient, innovative, pro-active and customer driven approach. Manage housing related support for Lewisham Council Housing tenants and leaseholders who are victims and survivors of domestic abuse. Ensure safeguarding concerns relating to ASB and domestic abuse casework is reported and managed effectively.

To be responsible for day-to-day service management and development of policies and procedures within the ASB service. To promote and celebrate successes internally and externally.

To act as the Housing Directorate's expert advisor around anti-social behaviour. Provide professional advice and guidance to internal and external partners. Deputise for the Head of Housing and Communities as needed.

To provide good quality reporting to manage risk, provide assurance and ensure good quality data around ASB and domestic abuse. Respond to complaints and enquiries from MPs and Councillors and maximise learning to improve the service.

To work closely with Safer Communities and other stakeholders to provide a dynamic and proactive service. Build partnerships both within the Housing Directorate, wider Council and other local partners to ensure the best outcome for residents.

Deliver high levels of customer satisfaction, meet and evidence compliance with the Regulator of Social Housing's Consumer Standards.

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#### **Summary of Responsibilities and Personal Duties:**

1. To lead and deliver a comprehensive, effective and customer-focused approach to tackling all types of ASB complaints. Focusing on support to the complainants and victims of ASB, improving outcomes and satisfaction with the service.
2. Utilise both housing specific and wider relevant legislation to tackle and reduce anti-social behaviour affecting Council tenants and leaseholders. Including delegated powers under the Environmental Protection Act and the Crime and Policing Act.
3. To lead the preparation of any legal casework referred by the team. Attend courts, tribunals, public meetings as needed and give evidence as required.
4. Ensure a comprehensive, multi-agency approach is taken to Domestic Abuse casework. Lead and deliver a supportive, efficient and outcome focused approach to supporting victims and survivors, and their families, of domestic abuse.
5. Proactively identify areas for improvement, and work with the Head of Housing and Communities to

implement changes to address these.

6. Ensure the team identifies vulnerabilities and the complex way these can be inter-dependent with ASB, both from a victim and perpetrator perspective. Ensuring multi-agency approaches to supporting vulnerable residents and raising safeguarding concerns are embedded in the team's daily work.
7. Lead, manage and motivate the team to deliver a high-quality service to residents. Ensure effective recruitment, induction, supervision, appraisal and development of all staff, in line with Lewisham Council's policies and procedures.
8. Ensure high quality monthly 121's and appraisals are carried out, setting clear objectives and targets. Take prompt action to tackle and resolve any capability or disciplinary problems. Identify and target training needs to improve the service.
9. Effectively communicate with the team through regular team meetings, sharing information and feedback from training and meetings.
10. Ensure the service delivers on agreed performance targets and measures are in place to monitor and review performance. Contribute to formulating service plans for the Housing and Communities team and Housing Directorate.
11. Ensure adequate management information is available, to measure the performance and outcomes of the team against targets, policies and procedures. Benchmark with other similar organisations. Continuously monitor performance to ensure compliance with policies, legislation and Consumer Standards.
12. Produce good quality and informative reports for a variety of different audiences, including Head of Housing and Communities, Directorate Management Team, the Executive Team, Housing Select Committee and Mayor and Cabinet. Attend committees where required.
13. Develop and implement effective management systems to ensure the services delivered by the ASB team are quality driven, responsive to customer needs and effective in line with the Council's policy.
14. Work with the Communications Team to publicise successes in an appropriate way, both internally and externally. Ensure the team is visible and known both internally and with residents.
15. Build and maintain effective relationships and work collaboratively across the Housing Directorate to deliver excellent customer care and solve problems. Work closely with other internal departments including Safer Communities, the Housing Needs service and social care, to deliver excellent customer care and provide joined-up responses.
16. Develop and maintain excellent relationships with the police, MARAC partners, support agencies and other external stakeholders to ensure a comprehensive and outcome driven approach is taken to tackling ASB and domestic abuse in the most effective and efficient way. Represent the Council and service at external meetings and act as a point of contact for the specialist area.
17. Support the Head of Housing and Communities to manage external relationships with stakeholders, partners and contractors successfully. Build effective relationships with engaged residents and our Residents Associations to instill trust and confidence in service delivery.
18. Respond to complaints and members enquiries within targets using a customer-focused approach

that complies with the Ombudsman's Complaints Handling Code. Learn from complaints and make changes as required as part of promoting continuous improvement.

19. Work with Health and Safety to maintain an accurate and up to date record of any potentially violent or dangerous residents, to ensure safety of all staff. Investigate and feedback on any reports of violence, aggression or abuse from residents towards staff.
20. Ensure policies and procedures are fit for purpose and regularly reviewed. Update and introduce new policies and procedures as needed ensuring appropriate consultation with staff, stakeholders, partners and residents. Assist the Head of Housing and Communities to develop strategies to address any major policy or legislative changes.
21. Participate in key projects, from planning stage to implementation and evaluation.
22. Work flexibility and attend ad-hoc meetings in evenings or weekends, as required.

## **MANAGEMENT ROLES & EXPECTATIONS**

### **As a Team Leader/Manager you will:**

1. Adapt the planned delivery of services to ensure changing community and customer needs.
2. Monitor and review service outcomes ensuring effective delivery of personal and team objectives.
3. Ensure the continuous improvement in services using creative and informative inventions as well as effective performance and quality management.
4. Plan, deploy and co-ordinate people resources to meet changing operational needs.
5. Ensure services meet statutory and identified organisational standards and regulations.
6. Ensure an understanding of the impact of your service on other functions.

Internal Contacts: These include wider Housing Directorate, Safer Communities service, Adult and Children's social care, Legal Services, Planning, Drugs and Alcohol Action Team.

External Contacts: This will include Metropolitan Police, London Fire Brigade, Housing Associations, NHS healthcare, South London and Maudsley Mental Health services, Athena and other commissioned domestic abuse services, relevant support agencies and third sector organisations.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

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

Consideration will be given to restructuring the duties of this post for a disabled postholder

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

Number of fully managed staff: Up to 6

Title:	Grade	No of posts
Senior ASB Officer	PO1	1
ASB officer	SO1	3
Domestic Abuse Support Officer	SO1	1
ASB Housing Assistant	Sc4	1

Number of partially managed staff:

Title:	Grade	No of posts
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## PERSON SPECIFICATION

**Job Title:** **ASB Manager**      **Grade:** PO6

**Department:** **Housing & Communities**

### **Note to Candidates**

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.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and 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 the requirements.

<b>Knowledge</b>		
Excellent knowledge of relevant legislation and good practice in relation to ASB and Housing		S
Excellent knowledge of non-housing related legislation and good practice in tackling ASB		
Understanding of the issues and challenges facing the service both operationally and strategically.		
<b>Aptitude</b>		
Evidence of successful outcomes when addressing ASB, fostering high levels of ownership and accountability when delivering ASB services.		S
Use of partnership working to deliver positive outcomes		S
Ability to provide operational and specialist technical advice to operational staff within the team and wider directorate on relevant matters relating to tenancy enforcement for ASB, measures for tackling ASB and statutory nuisance.		
Ability to lead and motivate a skilled team of officers in a changing environment that demands constant and consistent delivery and improvement.		S
Self-driven, enthusiastic and innovative approach and flexible with new emerging areas of work.		
<b>Skills</b>		<b>To Be Tested – T</b>
Skills can only be used as shortlisting criteria if the skill is to be tested		
Producing good quality reports for a variety of audiences		T
Able to work through problems, evaluate risks and offer practical solutions. Ability to make rational decisions after consideration of all the available information.		T
Using persuading and influencing skills to bring about behavioural change and achieve desired results/outcomes as necessary		
Excellent organisational skills; the ability to manage a heavy workload and prioritise it in order to ensure that all deadlines and targets are met		
Ability to supervise staff members in an environment that requires constant change and improvement		
<b>Experience</b>		
Extensive experience of working at a management level within a Housing environment managing anti-social behaviour		S
Working with in a local authority and understanding local authorities' obligations		S

<b>General Education</b>	
A good level of education of at least A-Level or equivalent standard	S
CIH Level 4 qualification	S
<b>Equality &amp; Diversity</b>	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
<b>Personal Qualities</b>	
<b>Circumstances</b>	
Work flexibility and attend ad-hoc meetings in evenings or weekends, as required.	S
<b>Physical</b>	
Generally candidates must meet the standard Lewisham requirements for the post	

**DBS Disclosure Required**    **Basic**     **Standard**     **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)