

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	ASB Officer	Grade: SO1
Reports to (Designation):	ASB Manager	Grade: PO6
Directorate:	Housing	Section: Housing and Communities

Main Purpose of the job:

To provide a dynamic, proactive and people-focused service for investigating, resolving and preventing instances of Anti-Social Behaviour (ASB) across Lewisham Housing Services managed areas.

Summary of Responsibilities and Personal Duties:

1. Manage a workload of ASB cases, including:
 - Supporting complainants
 - Completing risk assessments
 - Investigating allegations thoroughly
 - Taking robust and appropriate action to resolve/conclude the issue
2. Investigate allegations of residents abusing or assaulting staff and/or contractors.
3. Carry out interviews with complainants, witnesses and alleged perpetrators of ASB both in our offices, in the resident's home or a neutral place.
4. Ensure comprehensive records are accurate and up to date for all cases.
5. Take appropriate enforcement action (including mediation, injunctions & possession action) against perpetrators of ASB, ensuring the safety and security of victims/complainants is at the centre of all our work.
6. Work closely with Lewisham Council's Housing Options Centre to provide emergency and alternative accommodation for high-risk cases.
7. Prepare high quality paperwork and statements for court, as required. Attend court and evictions as necessary and represent the organisation as needed.
8. Utilise, deploy and monitor CCTV & noise recording equipment, ensuring strict compliance with relevant legislation and policy at all times.
9. To build effective working relationships with key external partner agencies and staff to collaboratively tackle ASB and support victims and perpetrators of ASB.

10. Maintain the highest standards of integrity and confidentiality when handling sensitive or personal data. Comply with national legislation and local policy & procedures.
11. Raise and respond appropriately to safeguarding concerns, in line with Lewisham Council procedures.
12. Promote successes and good news stories. Ensure a positive and professional image is displayed at all times.
13. Work flexibly to ensure cases are investigated fully. Attend evening and occasional weekend meetings as required.
14. Provide cover for the Domestic Abuse Support Role as required. Lone work as necessary.
15. Maintain excellent customer service in all areas of work and ensure continued personal development.
16. Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.

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

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 is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

Number of fully managed staff: None

Number of partially managed staff: None

PERSON SPECIFICATION

JOB TITLE: ASB Officer

POST NO:

DEPARTMENT: Housing and Communities

GRADE: SO1

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 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 the requirements.

Equality & Diversity

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

Knowledge

Understand the current challenges faced by a social housing provider, within the context of the role applied for	S
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Aptitude

To work in partnership within the Council and with a range of external agencies and organisations. To deliver an excellent customer service	S
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Experience

Experience of successfully managing challenging service users in a housing setting	S
Experience of managing and prioritising your own workload in a high-pressured environment	S
Experience of working collaboratively with other departments, partners, and stakeholders	S
Good working knowledge of housing, civil and criminal law as it relates to tackling and reducing ASB	S

General Education

Excellent literacy Skills	S
Educated to GCSE or equivalent in English and Maths	

Circumstances

Have access to a car for work purposes is desirable
Able to attend meetings outside of normal working hours

DBS Disclosure Required?	No	☐	Basic	☒	Enhanced	☐
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Physical

Generally candidates must meet the standard Lewisham requirements for the post