

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

<b>Designation:</b>	<b>Senior ASB Officer</b>	<b>Grade:</b>	<b>PO1</b>
<b>Reports to (Designation):</b>	<b>ASB Manager</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 provide a high quality, outcome focused response to ASB complaints. Ensure dynamic, pro-active and resident focused responses for investigating, resolving and preventing instances of anti-social behaviour (ASB) across Lewisham Housing Services managed areas.

To lead on complex casework and highest profile cases. Identify pockets/hotspots of concern and lead on partnerships to resolve the issues. Provide advice and support to ASB Officers on their casework.

To be the lead officer responsible for utilising powers delegated under the Environmental Protection Act 1990 and the ASB Crime and Policing Act 2014 such as Abatement Notices, Closure Orders, Fixed Penalty Notices, Community Protection Notices.

To Deputise for the ASB Manager as needed.

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

1. Manage a workload of ASB cases, including:
  - Supporting complainants
  - Completing risk assessments
  - Investigating allegations thoroughly using a variety of methods.
  - Taking robust and appropriate action to resolve/conclude the issue
2. Lead on the most complex and high-profile case work. Provide advice and guidance to ASB Officers to help their development. Deliver briefings and/or training for the team and wider Housing Directorate as needed.
3. Investigate allegations of residents abusing or assaulting staff and/or contractors.
4. Carry out interviews with complainants, witnesses and alleged perpetrators of ASB both in our offices, in the resident's home or a neutral place. Respond to residents in a timely manner and in line with our service standards, taking into account risk and vulnerability.
5. Ensure comprehensive records are accurate and up to date for all cases.
6. 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. Ensure the Public Sector Equality Duty is considered in all cases, and action is proportionate and outcome focused.
7. Be the lead Officer responsible for appropriate action under delegated powers of the Environmental Protection Act 1990 and ASB Crime and Policing Act 2014 in relation to Housing residents and Housing land.
8. Work closely with Lewisham Council's Housing Needs service to provide emergency and alternative accommodation for high-risk cases.

9. Prepare high quality paperwork and statements for court, as required. Attend court and evictions as necessary and represent the organisation as needed.
10. Utilise, deploy and monitor CCTV & noise recording equipment, ensuring strict compliance with relevant legislation and policy at all times.
11. Build effective working relationships with key external partner agencies and staff to collaboratively tackle ASB and support victims and perpetrators of ASB.
12. Use data and relationships to identify hotspots or areas for concern. Take the lead on creating partnerships with relevant teams and agencies to resolve these issues for the benefit of residents.
13. Maintain the highest standards of integrity and confidentiality when handling sensitive or personal data. Comply with national legislation and local policy & procedures.
14. Raise and respond appropriately to safeguarding concerns, in line with Lewisham Council procedures.
15. Respond to complaints, members enquiries and enquiries within set timescales, protocols and procedures and in compliance with the Housing Ombudsman and Local Government and Social Care Ombudsman's guidelines.
16. Promote successes and good news stories. Ensure a positive and professional image is displayed at all times.
17. Act as the "super user" and team representative for systems relating to the management of ASB casework.
18. Assist the ASB Manager to review and develop policies and procedures with the service as needed.
19. Provide cover for ASB Officers and Domestic Abuse Support Officer as required. Deputise for the ASB Manager as needed.
20. Work flexibly to ensure cases are investigated fully. Attend evening and occasional weekend meetings as required.
21. Lone work as necessary.
22. Maintain excellent customer service in all areas of work and ensure continued personal development.
23. Comply with all Lewisham Council policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.

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: None

Number of partially managed staff: None

## PERSON SPECIFICATION

**Job Title:** Senior ASB Officer

**Grade:** PO1

**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 housing legislation and good practice in relation to ASB and Housing.	<b>S</b>
Excellent knowledge of non-housing related legislation and good practice in tackling ASB.	<b>S</b>
Understanding of the issues and challenges facing a social housing provider around ASB	
<b>Aptitude</b>	
Evidence of successful outcomes when addressing ASB, fostering high levels of ownership and accountability when delivering ASB casework.	<b>S</b>
Able to build relationships with key stakeholders, work effectively in a team and use partnership working to deliver positive outcomes.	
Excellent customer service.	
Self-driven, enthusiastic and innovative approach and flexible with new emerging areas of work.	
<b>Skills</b>	<b>To Be Tested – T</b>
<b>Skills can only be used as shortlisting criteria if the skill is to be tested</b>	
Excellent communication skills, both written and verbal	<b>T</b>
Ability to communicate to a wide range of audiences and adapt communication appropriately.	
Able to work through problems, evaluate risks and offer practical solutions. Ability to make rational decisions after consideration of all the available information.	<b>T</b>
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.	
<b>Experience</b>	
Extensive experience of successfully managing challenging service users in a housing setting.	<b>S</b>
Extensive experience of managing complex ASB cases.	<b>S</b>
Working collaboratively with partners and other agencies to resolve high risk ASB casework.	<b>S</b>
Experience of managing and prioritising workload in a high-pressured environment.	
Drafting formal reports, legal paperwork and responses to complaints to a high standard.	<b>S</b>
Giving evidence in court.	
<b>General Education</b>	
A good level of education of at least GCSE A-C or equivalent standard in English and Maths.	

<b>Equality &amp; Diversity</b>	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community.	<b>S</b>
Understanding of how equality and diversity relates to this post.	
<b>Personal Qualities</b>	
Highly motivated.	
Flexible with innovative approaches to problem solving.	
Strong commitment to honesty and treating people consistently, fairly and with respect.	
Resilient under pressure and able to respond effectively when faced with conflicting demands.	<b>S</b>
<b>Circumstances</b>	
Work flexibility and attend meetings in evenings or weekends, as required	
Undertake unaccompanied visits when appropriate	
Access to a car for work purposes is desirable.	
<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)