

Anti-Social Behaviour Officer

JE Code: JE1715



Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council

Service: Housing Operations – Neighbourhood Services
Reports to: Housing Manager
Job Family: PT
Grade: G
Political restricted: N
Date: February 2022
JE Code: JE1715

Key Deliverables

1.	To investigate all cases (low and high) of anti-social behaviour and potential social housing fraud promptly and professionally, ensuring follow up actions are completed. Proactively managing arising work, including addressing complex and difficult social issues with residents and ensuring that reported incidents are allocated to the relevant organisation, for example the Police, Fire Service, Clinical Commissioning Group (CCG) and other relevant individuals and are within legislative, or locally agreed timescales.
2.	Taking a lead professional role in co-ordinating the assistance for vulnerable residents causing or being affected by anti-social behaviour; often with complex needs and issues such as mental health, drug and alcohol misuse, domestic abuse, or criminality. Actively assessing risk and working with internal and external colleagues such as Thames Valley Police, Adult and Children's services and safeguarding. Using a multi-agency approach, to develop action plans to manage identified risks and mitigate/eradicate anti-social behaviour where possible.
3.	To provide advice to colleagues, elected members and the public on Anti-Social Behaviour and Housing Fraud, process and legislation. This will include liaising with a wide range of stakeholders including Parish Councillors and elected members, environmental health, tenancy support, TVP, Adults and Children's services.
4.	To support housing officers, operational staff, resident involvement, community development and crime reduction initiatives so that residents feel safe and empowered/involved to make a positive contribution to the community, achieved through building trust to enable engagement in complex familial and social dynamics.
5.	To ensure the Council complies with the Crime and Disorder Act 1998; Anti-social Behaviour, Crime and Policing Act 2014, Prevention of Housing Fraud Act 2013 and all other related statutory legislation and guidance.
6.	To enforce tenancy breaches and maintaining effective working relationships with other investigative and prosecutorial organisations e.g., Police, CPS, Internal Legal Team, investigating and collating evidence and instigating legal proceedings, preparing detailed legal documentation for court proceedings. Issuing directions to legal and representing the authority at county and magistrates' court.
7.	To proactively work with residents to prevent evictions, identifying issues and working with residents, colleagues, and partner agencies to reduce the risk of escalation and tenancy failure. This will include understanding and working empathically with people through complex situations, creating detailed support plans for residents who may either be victims or perpetrators, arranging multi-agency meetings to support risk management and creation and review of robust actions plans, ensuring assigned actions are completed.

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs

Essential Requirements (key skills & qualifications)

1.	Qualified to professional standard in a discipline relevant to Anti-Social Behaviour or substantial experience and knowledge in this field. With Chartered Institute of Housing Professional Qualification Level 3 or equivalent demonstrable experience of complex and challenging tenancy/resident management.
2.	Demonstrating an empathic and robust approach to managing residents demands from a wide spectrum of people, with ability to adapt communication style to suit different situations.
3.	Able to demonstrate sound knowledge of secure tenancy management relating to the Crime and Disorder Act 1998, Anti-social Behaviour, Crime and Policing Act 2014, Housing Act of 1985 and relevant knowledge of the Housing Act 1988, Housing Act 1996 and the Localism Act of 2011.
4.	Demonstrable experience of managing and evaluating risk dynamically, employing professional curiosity and completion of complex decision making while working independently.
5.	Able to understand the political, social, and economic drivers and their impact on residents' lives, demonstrating the use of this knowledge to mentor residents and communities in positive behaviours.
6.	A valid UK driver's licence and access to own vehicle.

Job Family

Professional/Technical
Grade G



Colleagues Expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

Role Characteristics

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

The Knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on the job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

Thinking, Planning and Communication

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to

interpret information correctly and determine optimum solutions.

Job holders will have plenty of day to day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice

Decision Making and Innovation

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners, and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

Impacts and Demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.