

# Job Description

## Anti-Social Behaviour Officer

**RESPONSIBLE TO: Customer Support Manager**

### **JOB PURPOSE:**

Provide enhanced oversight and support to the customer by ensuring their complaint or concerns are dealt with effectively and promptly, engaging with them to ensure they remain compliant with the terms of their tenancy; supporting the Customer Service Team and the wider Trust.

### **'WHAT' – you do!**

- Provide a high quality service to customers and local residents in dealing with all cases of anti-social behaviour (ASB), harassment, domestic abuse (DA) and complex tenancy issues.
- Engage with partnering agencies to ensure that a joint approach is taken in dealing with ASB, harassment, DA, tenancy fraud and criminal activities, including arranging and attending case conferences.
- Preparation of evidence for action through the courts and representing Peaks and Plains in court will be an essential part of this role.
- Lead on the development and delivery of effective support for victims and witnesses and the provision of witness care during court cases.
- You will be instrumental in identifying Social Value and Value for Money savings through proactive early intervention.
- Log, review and track low to medium level tenancy breaches within the community and analyse key information in preparation for escalation in accordance with set procedures.

### **'HOW' – you do it!**

We deliver the above by displaying the following example behaviours:

- Understand and appreciate our diverse customer profile – adapt your approach to meet different customers' needs
- Actively listen to customers in order to manage their expectations effectively and resolve and tenancy breaches
- Achieve a balance between the needs of the business and the needs of the customer
- Actively seek to share knowledge with colleagues – helping them to improve service delivery.
- Take action to deliver your objectives on time and to the highest quality standards

*No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.*



## PERSON SPECIFICATION

### Anti-Social Behaviour Officer

	ESSENTIAL/DESIRABLE	ASSESSMENT
<b>Behaviour - HOW</b>		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Transparent with your teams and peers	E	I/A
<b>Experience – WHAT</b>		
Front Line customer focused experience	E	A/I
Experience in developing and implementing policies and procedures	D	A/I
Experience of dealing with difficult customers	E	A/I
Experience of managing/resolving complaints	E	A/I
Experience of dealing with anti-social behaviour	D	A/I
<b>Skills/Abilities/Competence – WHAT</b>		
Knowledge and understanding of a range of community engagement systems and techniques	E	A/I/S
Ability to develop and maintain effective relationships with our customers	E	I
Oral/Written Communication Skills	E	I
Ability to be assertive and work on own initiative	E	I
Innovative & Creative in the delivery of services	D	I/S
Great Interpersonal Skills	E	I
IT Skills	E	A/I
Knowledge & understanding of Equality & Diversity	E	A/I
Ability to work under pressure	E	I/A

**Method of Assessment**

- A Application Form
- I Interview
- S Skills Test

