

Community Safety Officer

Reporting to:	Community safety team leader
Location:	230 Blackfriars Bridge Road, London SE1 8NW with hybrid working
Salary:	Circa £38k per annum
Contract Type:	Permanent

Context

Founded in 1967 as the Merton Family Housing Trust, we have since grown into an organisation with over 7,000 homes across nine south London boroughs. We are a provider of homes for rent (social and affordable), shared ownership, outright sale, and supported housing. We also have a small portfolio of commercial properties and garages. It is important to us that our customers receive a low cost, dependable, localised service and our homes are safe and affordable.

As a Community Safety officer, you will act as an expert on anti-social behaviour, providing a high-quality service and point of contact for customers. The position will involve providing a proactive antisocial behaviour service which includes investigative, enforcement and preventative activities. The role is fast paced, challenging, and rewarding, and is a crucial service to our customers in our neighbourhoods. With demonstrable experience in a customer facing role and in anti-social behaviour, you will thrive in a position that deals with complex, and sometimes emotive situations.

A day in the life

- You will take active ownership and direction of cases referred to you.
- You will provide specialist advice, guidance and support in respect of ASB and in more complex case work.
- You will develop appropriate responses and solutions to ASB in conjunction with internal and external partners and co-ordinate their implementation.
- You will use your knowledge of legislation to identify and exercise appropriate legal powers to stop anti-social behaviour in cases referred to you.
- You will construct the detailed evidential base for legal action. In particular, to ensure the provision of clear, coherent and well-detailed witness statements to facilitate success in such action.
- You will take responsibility for service-related complaints/queries from customers ensuring that the customer experience is positive, professional responded to within set timescales
- You will work enthusiastically and effectively with an established, successful team and contribute to its success.
- You will be flexible and adaptable with some remote working.

What you will need

- Knowledge of the legislative framework of Anti-Social Behaviour, such as the ASB, Crime and Policing Act 2014
- Sound knowledge of housing management practice relating to the management of ASB and

remedies available for breach of tenancy conditions

- Experience preparing witness statements and accompanying legal documentation
- Organisational skills and a keen attention to detail
- Strong external awareness, thinking beyond own area of professional expertise.
- Active listening skills, convey key messages and describe processes clearly and effectively
- Excellent emotional intelligence and empathy
- Proficient using Microsoft Office packages
- Ability to prioritise and cope well under pressure to meet targets
- Excellent written and verbal communications
- Full UK driving licence and have access to a car is desirable

What next?

- If you want to be part of a winning team that takes pride in delivering a positive experience to our customers and believe you have the skills and experience to be successful in this role we would love to hear from you.
- Please also note that ahead of the final stage interviews you will be asked to undertake an assessment based on the role.