

LONDON BOROUGH OF HACKNEY

Job Description

POST TITLE:	Community Safety and Principal Enforcement Officer
DIRECTORATE:	Neighbourhood and Housing
DIVISION/SERVICE:	Public Realm - Community Safety, Enforcement and Business Regulation
GRADE:	PO3
LOCATION:	Within London Borough of Hackney
RESPONSIBLE TO:	Team Leader
RESPONSIBLE FOR:	N/A

PURPOSE OF THE JOB:

You will undertake a key role as part of a broader and more inclusive Enforcement Service. This revised service will deliver joined up, accountable and timely management of a wide range of enforcement duties in relation to community safety, Anti-Social Behaviour, Licensing (Premises, Alcohol and Highways), street scene and enviro crime including noise abatement, environmental enforcement (Fly tipping, Graffiti, Fly posting, and Littering etc.) and wider general public realm enforcement as required.

You will work with police and others at forums such as the Community Action Panels (CAPs) and you will lead on local problem solving, Community Safety and enforcement initiatives and projects. Your role will also support the maintenance of community safety for residents and visitors by contributing to the regulation of Temporary Events, working with Licensing and Police colleagues.

You will work with partners from diverse agencies including housing, mental health Children's and Young People's Services and police on matters managed through Anti Social Behaviour Panels (ASBAPs).

You will hold your own case load and will be a thorough investigator; where appropriate using technical equipment to support your work, use the fullest range of early intervention tools to resolve cases but also be expected to use a broad range of appropriate enforcement solutions.

You will use case management systems to ensure prosecution cases are well managed.

Your contribution to the service's response to all complaints will be vital in their effective ongoing management and you will be making initial decisions on investigations that will affect the overall quality of their management.

You will contribute to the coaching and mentoring of more junior officers within the team sharing your expertise as appropriate.

The role will also play their part in: providing public protection, protection of space and place, be customer focused, improving the quality of life and protecting residents and others enjoyment of the borough, helping make Hackney as attractive as possible and encouraging regeneration and economic activity.

The postholder will provide a visible uniformed presence across the borough and also be deployed on an area basis to understand and address localised problems and challenge and change behaviours achieving a safer, greener and cleaner borough. The postholder will however also be expected where appropriate and with approval to operate in a covert fashion wearing civilian clothing.

MAIN AREAS OF RESPONSIBILITY:

1. Represent the community safety team at a number of ward based Community Action Panels (CAP) and other meetings and lead on action plans or small projects to problem solve community safety issues, often medium to longer term matters, ensuring accountability and effective delivery against timescales.
2. Assist in the delivery of any issues arising from the Partnership Tasking Processes and if necessary lead on the arrangements for partnership activity to address the issues, including production of inclusive action plans and schedules.
3. Provide advice on a broad range of community safety and enforcement matters to colleagues in other departments and agencies.
4. Provide advice on a broad range of community safety and enforcement matters to members of the public, attending public events where necessary.
5. Upon receipt of complaints, ensure the "Harm Based" approach to their assessment is undertaken and then manage accordingly. If cases are assessed as High Risk, deal with them in line with current procedures, taking a leading role on occasion to secure effective delivery if directed by the team leader.
6. Hold a case load of complaints and prosecution cases.
7. Operate in a seamless fashion across the public realm.
8. Use case management and other information systems to ensure that timely records of cases progressing effectively and made and that agreed service standards are maintained.
9. Work effectively in collaboration with officers from a diverse range of departments and agencies to ensure effective case management. Be prepared to offer advice and support but if necessary to ensure cases progress, constructively challenge.
10. Respond to tight deadlines, conflicting priorities and often fast-changing circumstances.
11. Undertake all investigations taking a holistic view of the case and ensure a range of appropriate available information is used.

12. Deal with all cases in accordance with service standards as they relate both to the broad service remit and any statutory obligations.
13. Take account of the vulnerabilities of both repeat victims of ASB and also those from particular groups. Identify possible such cases, make decisions and implement appropriate safeguarding referrals as necessary and continue with any subsequent joint working.
14. Put effective and lawful information sharing into practice at all stages of case management; balancing operational need with the data protection and confidentiality considerations.
15. Use a range of early intervention tools to manage cases but be able to use a broad spread of enforcement options
16. Work with police and other agencies to develop legal cases for enforcement including interventions such as crackhouse and premises closure orders, PSPO's, dispersal zones, Antisocial Behaviour Agreements and Anti Social Behaviour Orders.
17. Contribute as required to the assessment of Temporary Event Notices, Planning and Licensing applications, making recommendations, and where necessary visit premises and other sites, work in partnership with police and licensing colleagues and attend Licensing Committee meetings in cases of objections being made.
18. Produce timely and high quality reports/papers to support any legal actions and be able to represent the team in court proceedings as appropriate.
19. Be vigilant as to the personal safety of self and colleagues by complying with personal safety principles and reporting issues in order to prevent future negative issues.
20. Keep abreast of legislative changes that affect the role.
21. Ensure the best condition of any equipment issued to individuals or the team to assist in investigation or aid communication or personal safety.

TEAM:

1. The post holder will be required to work flexible hours at any time of the day, including late nights and early mornings, within a shift pattern that may be changed at short notice depending upon the needs of the borough and its residents.
2. Undertaking duties in a manner that is compliant with the Council's policies and procedures, specifically relating to: Diversity and Equal Opportunities, health and safety (with particular awareness of the risks inherent during out-of-hours service operation) and code of conduct
3. Maintain and enhances the Council's credibility and reputation by: Complying with policies, practices and priorities, communicating in a confident and assertive manner, ensuring that all decisions made about operational issues are reasonable and fully justifiable, ensuring that all customer interactions and associated enforcement activity is transparent and recorded with a full audit trail, ensuring that the uniform is kept clean and a presentable appearance is maintained at all times, performing as expected meeting performance targets and being able to account for and report on own performance.

4. Assisting, coaching and mentoring peers and new recruits in service and duties familiarisation and quality enhancement where required.
5. Undertaking professional training and development as required and being committed to own continual professional development.

OTHER DUTIES AND RESPONSIBILITIES:

1. Contribute to and support the development and revision of service policies and procedures and seek and suggest new ways to improve service delivery and customer service.
2. Undertaking community engagement work designed to enable and engender compliance and behaviour change.
3. Form productive and effectiveness building relationships with key stakeholders in specified area of responsibility (Ward members, Council Officers, Local Police, Tenant associations etc.), attending public/professional meetings and presenting service related matters as required.
4. Be creative and innovative in seeking solutions to issues and problems adopting a "Can do" approach.
5. Assess your own priorities and manage your workload to fulfil the responsibilities of the post.
6. Undertake special projects related to the responsibilities of the post.
7. As appropriate the post holder's duties must be carried out in compliance with the following:
 - Council's Equalities Policies and Strategies
 - Data Protection legislation
 - Financial Regulations and Standing Orders
 - Health and Safety at Work legislation

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities commensurate with the grading and scope of the post.

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.

Person Specification

TECHNICAL EXPERIENCE, SKILLS AND KNOWLEDGE

Communication

1. Highly effective communication skills and ability to communicate in writing and verbally to a diverse range of service users and stakeholders, communicating complex information in a logical, accurate and concise manner, confidently and clearly.
2. Understands political drivers and the role of Council Members.
3. Ability to keep accurate work records and prepare accurate, well written, and clear reports on those records.

Excellent service delivery

4. Ability to work within a performance oriented, customer focused performance management framework, and managing and prioritising own workload and meeting deadlines to achieve multiple objectives and targets.
5. Experience of enforcement/regulatory work or enforcement/regulatory related work including the use of legislation to achieve compliance.
6. Ability to undertake all aspects of enforcement associated to the remit of the role (Including community safety, premises, alcohol and highways licensing enforcement, crime prevention, anti-social behaviour and environmental crime).
7. Proven experience of focusing on what is important and making decisions based on available information and able to make decisions that demonstrate commitment to the achievement of the Council's vision for a better Hackney.
8. Ability to use initiative and be innovative in problem-solving and decision-making, considering implications and providing appropriate advice.
9. Ability to carry out surveys and investigations, assessing risks and identifying remedial action.
10. Ability to work as part of a team as well as independently.
11. Able to deal effectively with difficult and conflict situations.
12. Understanding of work procedures and operational instructions including due regard to Health and Safety issues – ensuring safety of self and others
13. Experience in using IT packages within network systems.
14. Experience of providing authoritative and informed advice to a range of partners and the public.
15. Experience of working in a multi-agency and wider partnership environment.
16. Knowledge of crime and disorder partnerships, anti-social behaviour tools and powers, the tools and powers and statutory obligations relating to the management of noise complaints.
17. Experience of operating case management systems and use them to both provide accountability for actions and delivery of service standards and individual performance and that of the team.
18. Ability to work to achieving service standards, statutory obligations and quality methods of practice
19. Proven record of effective decision making. In particular as regards the management of risks concerning case management.

QUALIFICATIONS

1. Evidence of a commitment to continual professional development
2. Desirable: Accredited enforcement officer (Essential: must possess the ability to obtain this within 3 months of commencing the role).
3. Preferably possess a recognised qualification such as BTEC level 3 or higher in the management of anti-social behaviour/community safety.

OTHER CONDITIONS OF THE ROLE

1. Successful candidates will be required to successfully pass security vetting through enhanced DBS checks, local police intelligence checks and Metropolitan Police Service Security Clearance at the CTC (Counter-Terrorism Check) level. This requires a minimum of three years UK residence and this role also requires being able to comply with the CSAS clearance criteria.
2. Able to work to a varied shift pattern including late nights, early mornings, weekends and public holidays.
3. Able to undertake duties requiring substantial physical effort and able to work outdoors in all weather conditions
4. Able to ride a bicycle
5. Possession of a full clean UK driving licence. (Desirable)

NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.