2021 VAC 203

**Job Description**

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| **Job title** | Anti-Social Behaviour Officer |
| **Grade** | 6 |
| **Service/Team** | Community Resilience/Neighbourhood Enforcement |
| **Main purpose of job** | 1. To improve neighbourhoods for all stakeholders through the delivery of a Neighbourhood’s Enforcement function of prevention, education and enforcement. 2. To assist in the implementation of various delivery plans and strategies and to address incidents of environmental crime and anti-social behaviour across the City of Sunderland. |
| **Key responsibilities** | 1. To respond appropriately to general enquiries and service requests including from residents, members and MP enquiries. 2. To work in Partnership with other Sections of the Council, Directorates and external organisations in improving the City. 3. To maintain an awareness of relevant legislation including the Environmental Protection Act 1990 and the Anti-social Behaviour Crime and Policing Act 2014. 4. To undertake educational work and actively engage with the local community, including local businesses, community groups, associations and schools, promoting Anti-social Behaviour awareness and responsibility. 5. To utilise informal and formal enforcement tools to consider the necessary powers to address incidents of anti-social behaviour and domestic noise nuisance. 6. To support the legal process including conducting interviews with victims and subjects obtaining statements and submitting case files to Court, giving evidence as and when necessary. 7. To ensure the identification of vulnerable customers and that appropriate referrals are submitted to ensure risk is minimised. |
| **Key tasks** | 1. To prepare and present data, intelligence and information at a variety of forums. 2. To prepare reports for senior officers to assist decision-making and to retain efficient and accurate records in accordance with departmental policy and legislative requirements. 3. To use creative skills to develop new solutions to problems as and when they arise including with Partner agencies and with an understanding of the different needs and expectations of service users. 4. Negotiating and persuading skills to ensure customers, partners, service users and colleagues operate in a particular way. 5. Deal with sensitive matters or challenging or hostile behaviour from customers. 6. Work independently to set timescales and workload. 7. Deliver delegated actions, at times under minimal supervision whilst allowing time for initiative. 8. Working on difficult and unusual problems and within the framework of regulations and procedures. |
| **Other duties/specific policies e.g. DBS** | 1. The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies. 2. The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation. 3. The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council. 4. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. 5. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |