2021 VAC 203 **Person Specification**

**Job title: Anti-Social Behaviour Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | **Method of Assessment** |
| **Qualifications /** **Professional Registration/****Membership** | 1. Full UK Driving Licence
 | Application Form/Certificates |
| **Experience** | 1. Demonstrate ability to carry out enforcement in relation to tackling Domestic Noise and Anti-Social Behaviour.
 | Application Form/Interview |
| 1. Demonstrable experience in dealing with difficult situations and problem-solving skills
 | Application Form/Interview |
| 1. Experience of securing positive outcomes via a multi-agency approach
 | Application Form/Interview |
| 1. Experience of dealing with the public in a customer service and regulatory environment
 | Application Form/Interview |
| **Skills, Knowledge, Ability (including ability** **to develop knowledge,** **skill or experience)** | 1. Knowledge of national and local housing issues
2. Knowledge and understanding of relevant legislation relating to Anti-Social Behaviour and Environmental Health (ASB Police and Crime Act 2014)
3. Be able to provide excellent customer service by being able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information.
 | Application Form/Interview |
| 1. Able to deal with confrontational situations in a professional manner and respond accordingly
 | Application Form/Interview |
| 1. Be able to adapt behaviour to suit the situation or customer.
 | Application Form/Interview |
|  | 1. Not easily offended, and able to deal with criticism.
 | Application Form/Interview |
|  | 1. Able to conceal emotions or feelings in the workplace
 | Application Form/Interview |
|  | 1. Able to effectively use a PC to prepare documents, record information or input data**.**
 | Application Form/Interview |
|  | 1. Able to persuade, negotiate and influence effectively.
 | Application Form/Interview |
|  | 1. Able to make decisions and reach conclusions.
 | Application Form/Interview |
|  | 1. Able to work at a fast pace and cope well with a higher level of workload.
 | Application Form/Interview |
| **Work Related Circumstances/****Values of the Council** | Commitment to Equal Opportunities | Application Form/Interview |
| Compliance with health and safety rules, regulations, and legislation | Application Form/Interview |
|  | Ability to meet the travel requirements of the post | Application Form/Interview |
|  | The ability to work outside of normal working hours to meet the needs of the service, and be flexible in own working arrangements according to the demands of the post | Application Form/Interview |