



Job description

Job title: Safer Communities and Neighbourhoods Officer

Post No:

Grade: 9

Directorate: Housing and Communities

Reports to: Strategic Lead Safer Communities

Purpose of the job

To deliver an excellent service to address and tackle Anti-Social Behaviour (ASB) and Environmental Crime within Melton Borough, ensuring effective communication, support and assistance to our residents and stakeholders.

Responsible for managing a case load of ASB and Environmental Crime cases up to and including taking legal action whilst ensuring a victim centred approach.

Working closely with our internal and external partners, ensuring a multiagency approach.

To participate in the management and development of community safety work and contribute towards the delivery of the Safer Melton Partnerships (SMP) objectives.

Main areas of responsibility

To manage a portfolio of ASB and Enviro Crime cases arising from complaints or proactive work, using, as appropriate, the full range of early intervention such as engagement, support, and enforcement measures available in line with an incremental approach.

To case manage and keep accurate and timely records on the relevant systems on behalf of the Authority to always ensure traceability and accountability.

To effectively manage and prepare serious cases of ASB for legal action. To ensure that cases have been fully investigated, are clear, coherent and that

Date Reviewed:

Reviewing Manager:

well detailed witness statements have been provided and the appropriate legal action has been recommended.

To liaise and build meaningful relationships with internal and external partners such as the Police, Housing associations and other community safety agencies, to deliver multiagency interventions to address and resolve ASB and Enviro Crime.

To provide advice and education to members of the public and school visits on multiple issues such as ASB, Public Space Protection Orders, littering, flyposting, and graffiti.

Maintain accurate records of activities, Fixed Penalty Notices issued, and evidence required for court proceedings.

To create new initiative ideas in the development of intervention and engagement projects designed to address anti-social behaviour and communities' safety issues within our communities e.g., Hate Incident Monitoring Project, Keep Safe Places etc

Ensure compliance with all relevant Council policies, statutes, and regulations.

To contribute to the development and management of the service in respect of ASB and Enviro Crime and to maintain and develop policies and procedures in line with legislation and to keep up to date with regulations, guidance, and legislation in relation to ASB, community safety and Enviro Crime.

To be able to work alone, visiting residents in their home while observing the organisations lone working procedures.

To carry out such duties as may be directed by the head of Housing and Communities.

To take appropriate action to ensure Council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures. Relevant NVQ to Level 2 or 3. GCSE A-C level in Maths & English or equivalent experience.

Date Reviewed:

May 2025

Reviewing Managers:

Aysha Rahman and David Walker

Date Reviewed:

Reviewing Manager:



Person specification

You are a customer-focussed, proactive, team player with excellent communication skills, capable of delivering complex technical information to a wide range of stakeholders and customers in a clear and unambiguous manner.

Can manage a complex caseload and prioritise work effectively to deliver the required outcomes.

You will have developed professional skills in the preparation of evidence for formal action or prosecutions, including, gathering evidence through surveillance, statement taking and conducting formal interviews with alleged offenders.

Have a thorough knowledge of the tools and powers available to you such as Anti-Social Behaviour Crime and Policing Act 2014, The Environmental Protection Act 1990, Police and Criminal Evidence Act (PACE) and the requirements of the Regulation of Investigatory Powers Act (RIPA).

Have a thorough understanding of escalation and will understand the importance of an incremental approach when contemplating a range of enforcement options, including verbal advice, informal and formal warnings, cautions and official notices under the relevant legislation.

You will have demonstrable experience in successful stakeholder engagement and liaison with relevant external agencies such as the Police, Fire Service, Trading Standards, Leicestershire County Council, amongst other.

Experience of taking enforcement action in relation to ASB and resolving conflict situations using different methods such as conflict resolution and mediation techniques.

Knowledge and understanding of how to identify safeguarding concerns and other issues including environmental crime, ASB and tenancy management issues.

Experience of dealing with a diverse range of customers, including handling difficult and challenging enquiries

You will be familiar and competent with the full suite of Microsoft Office

Date Reviewed:

Reviewing Manager:

applications, including MS Word, Excel, and Power Point.

Experience of working within a pressurised environment requiring a high standard of service delivery within tight timescales.

Qualifications

You will be educated to NQF level 3 (e.g. A level / BTEC / NVQ level 3) or be capable of demonstrating equivalent industry experience and hold a relevant professional qualification or is following a course of study leading to the above. Have access to a vehicle and hold a full UK driving licence.