Job description

Job title: **Safer Communities Partnership Officer**

Grade: **6**

Directorate: **Housing & Communities**

Reports to: **Strategic Lead Safer Communities**

Purpose of the job

To facilitate vital links with internal and external services and provide administrative support to the Safer Communities Team. The officer will ensure partnership working is maximised by creating meaningful and positive relationships with internal and external stakeholders, ensuring the community is engaged with issues, and identifying and help in solving current issues that affect our communities.

Main areas of responsibility

1. Provide a front-line point of contact for customer enquiries, answering straightforward enquiries.

2. To establish close working, strategic relationships with partner agencies, voluntary and community organisations and other key stakeholders ensuring the relevant services are engaged in providing support for communities and residents

3. To help co-ordinate services provided by partners to ensure issues affecting priority neighbourhoods are addressed through the council's neighbourhood management model.

4. To ensure effective communication through the relevant channels to promote and encourage the public to access services.

5. Support with basic IT system configuration and service improvements.

6. Maintaining electronic information systems including data bases, filing structures and other bespoke software using corporate systems.

7. Web champion for the team with responsibility for updating relevant service web pages. This will include joint communications and promotional activity with partner organisations such as the police, OPCC, Fire Service and wider members of the Safer Melton Partnership.

8. Provide support to the Safer Communities team in identifying trends and/or escalating issues that affect residents and community cohesion within Melton Borough.

9. To encourage residents and the community to provide solutions to highlighted issues, fostering a culture of self-sufficiency and independence

10. Liaise and attend, arrange and organise meetings necessary for the performance of the team, the partnerships and role.

11. Support with information and data requests such as FOIs, service manager requests, performance information etc using the relevant reporting tools and functions.

12. General administrative support such as routine correspondence, printing, posting and the uploading of relevant supporting documents on to the Councils' systems (e.g., IDOX).

13. Maintain accurate records and track progress of work within Safer Communities team.

14. Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality, and data protection, reporting all concerns to an appropriate person.

15. Attend and participate in relevant meetings and take notes as required.

16. Attend and complete training and development activities ensuring skills and knowledge are kept up to date with current best practice.

17. Any other duties as reasonably required by the Strategic Lead for Safer Communities.

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.

Person specification

Safer Communities Partnership Officer

Experience, knowledge and skills

Developed professional skills and expertise in working with stakeholders and partners, to support in delivering projects and initiatives.

Understanding and knowledge of local Community Safety issues gained from working closely with communities and local business, building close ties with key groups and individuals.

Experience of effectively working with internal and external partners to deliver community/individual needs

To maintain an up-to-date knowledge of relevant legislation, policies and procedures for the service areas and ensuring changes are applied accordingly to the appropriate duties.

Excellent communication and inter-personal skills alongside technical expertise to negotiate, establish and support partnerships and networks.

Evidence of having worked in an administrational role having the ability to navigate IT systems.

Knowledge around safeguarding, antisocial behaviour and crime including delivery of best practice in a Community Safety setting.

Excellent working knowledge of Microsoft Office suite applications.

Understanding of and commitment to Health and Safety legislation and guidance

Confident working as part of a team

Flexible attitude and able to work under pressure.

Qualifications

GCSE A-C level in Maths & English or equivalent and/or above.

Date reviewed: November 2026 Reviewing Manager: David Walker