

JOB DESCRIPTION

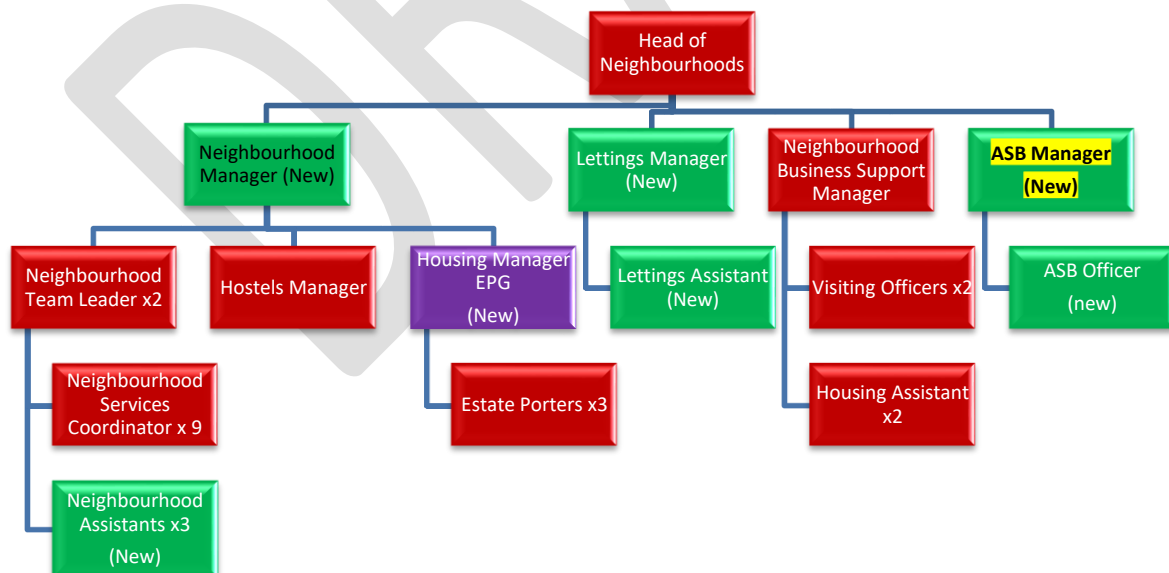
Job Title	Anti-Social Behaviour Manager
Position Number(s)	51028483
Department	Housing Management
Section or Service	Housing and Social Investment
Grade	HMgn 191 £33,600 - £45,400 mid range £39,500

DESIGNATION:

Responsible to:	Head of Neighbourhoods
Employees directly supervised (if applicable):	ASB Officer

Family Tree:

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

- 1.1 To drive high performance when managing and resolving ASB cases, ensuring that services meet the needs of residents living in the Royal Borough of Kensington and Chelsea owned/managed properties.
- 1.2 To embed a culture of accountability, continuous improvement and personal responsibility amongst front line managers and officers.
- 1.3 To effectively manage key community safety related partnerships (internal and external) and ensure that initiatives to abate ASB are effective and have measurable outcomes.
- 1.4 Develop and drive a performance culture with a focus on delivering excellent customer services to residents when addressing ASB and lead by example for other Council services and social housing landlords.

2. DESCRIPTION OF DUTIES:

- 2.1 To lead on high profile ASB cases and always on high priority cases (level 1 and 2). To effectively manage and keep all involved parties updated.
- 2.2 To contribute effectively to service improvement by ensuring teams are implementing the ASB policy and working within the remit of legislation.
- 2.3 To work in collaboration with key partner agencies, in order to safeguard residents, take effective enforcement and utilise all tools available when addressing cases of ASB.
- 2.4 To ensure safeguarding issues are addressed as part of a multi-agency approach, work together to remove residents from immediate risk and inform a long-term action plan in order to provide a permanent solution for all residents affected.
- 2.3 To ensure Teams and Self develop design out crime action plans to resolve nuisance, environmental crime and ASB on estates. To ensure that action plans include key agencies, such as Police, Community Safety, Environmental Services and Repairs.
- 2.4 To ensure responses to reports of anti-social behaviour (ASB) are dealt with promptly and effectively.
- 2.5 To provide performance reports to the Head of Neighbourhoods regularly and other Senior Management when requested. To ensure that reports also include action plans to address any areas of low performance.
- 2.6 To work with Neighbourhood Service Coordinators and Neighbourhood Team Leaders in order to prioritise all reports of ASB and nuisance. To monitor performance and quality check low level nuisance and ASB cases.
- 2.7 To promote mediation uptake amongst the teams for low level / neighbour disputes in order to avoid issues escalating to serious ASB.
- 2.8 To deliver the ASB communications strategy, ensuring that awareness is raised amongst residents regarding increasing reports of ASB, ensuring residents are aware of their responsibilities and how we can help abate ASB. To increase the number of referrals to mediation and showcase positive outcomes in articles and online.

- 2.9 To work with the Head of Neighbourhood Management to establish a programme of ASB training and upskilling amongst Neighbourhoods. To also develop training/awareness sessions to other teams such as, caretaking, Police and customer services.
- 2.10 To monitor cases that have been referred to legal and attend Court, support witnesses and give evidence on behalf of the Council.
- 2.11 To work with specialist agencies to develop initiatives to reduce and prevent ASB, to tailor initiatives based on estates profiles and key issues.
- 2.12 To establish a framework for the use of surveillance equipment across council housing stock.
- 2.15 To hold regular panels with local police teams in order to action plan high profile cases or estate with ASB 'hotspot' areas.
- 2.16 To respond to Members Enquiries/Complaints related to cases being managed by the ASB Team.
- 2.20 To carry out any other duties as requested as part of the role of AS Manager.

I agree to the above job description

Post Holder.....
Date.....

Head of Service.....
Date.....

3. DIMENSIONS:

(WHERE APPROPRIATE)

Quote figures which give a picture of the job as follows:

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned**
- (b) Any other statistics relating to the work**

I agree to the above job description

Post Holder..... **Date**.....

Director / Chief Officer..... **Date**.....

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Anti-Social Behaviour Manager
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	<p>Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
B	<p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> - Educated to degree level or equivalent - Or with professional qualification related to ASB and Housing <p>Desirable:</p> <ul style="list-style-type: none"> - Chartered Institute of Housing qualification at level 3 and above - Evidence of continuous professional development
C	<p>Skills; Experience and Attitude</p> <p>Essential:</p> <ul style="list-style-type: none"> - A confident presenter with excellent communication skills both written and verbal, with interpersonal skills to suit a variety of audiences (colleagues, Members, residents etc) - Evidence of successful outcomes when addressing ASB, fostering high levels of ownership and accountability when delivering ASB services - Ability to self-manage and analyse data and produce reports - Highly organised and able to manage a varied workload, able to prioritise effectively in order to produce high quality work within set deadlines.

- Knowledge of Housing legislation and other landlord related obligations as set out in relevant legislation and best practice
- Experience of preparing for and presenting cases in Court
- Experience of working in housing and delivering services to residents of social housing landlords
- Demonstrable experience of service improvement delivery
- Experience of building effective partnerships with relevant agencies such as social services, Police, mental health, community safety.
- Demonstrable excellent customer services skills and having a coordinated working approach
- Working in a residents first environment and increasing resident engagement within teams.

Desirable:

- Working with in a local authority and understanding local authorities' obligations
- Working with local Councillors and MPs
- Holds a full driving licence
- Worked with Police or ex-Police officer

Our Values & Behaviours	
D	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border: 1px solid #00bcd4; border-radius: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> We put local people at the heart of decision making in everything we do. We seek to include and involve: all voices matter. We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> I actively involve and include the communities that I serve in my work. I shall reflect the views of the communities in my daily work. I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> I have been included I can see how my views have been taken into account I can see improvements and developments based on my input
E	<div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border: 1px solid #4caf50; border-radius: 10px;">RESPECT</div> <ul style="list-style-type: none"> We listen to everyone and value the personal experiences of people in our communities and of each other. We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> I adapt my approach to take account of all differences and cultures in the community and with colleagues. I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. I communicate in a way that is respectful, encourages involvement and meets people's needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> I feel my culture and background are respected. I have confidence that action is being taken. I feel I am being treated fairly.
F	<div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border: 1px solid #00bcd4; border-radius: 10px;">INTEGRITY</div> <ul style="list-style-type: none"> We act with openness, honesty, compassion, responsibility and humility. We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> I demonstrate empathy in my interactions with others. I am honest and transparent about the decisions I take. I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> I am told when something is not possible and the reasons why are explained to me. I feel my perspective is listened to and understood. I feel my views are valued.

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WORKING TOGETHER

- **We work together and in partnership with everyone that has an impact on the lives of our residents.**
- **We want to understand, learn from each other and continually adapt.**

The following examples are indicators of effective behaviour:

- I work with others to provide an effective service for residents, local communities and other departments within the Council.
- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.