



Job Description

Service:	Community Action Team
Job title:	Community Safety Officer
Grade:	Grade F (£35,468 - £39,671)
Hours of work:	37 hours per week
Responsible to:	Community Resilience Manager
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	£40,000 - OPCC funding (Prevention Fund, Serious Violence Duty)



Purpose of Post:

Respond to community issues including reports of anti-social behaviour, utilising the tools and powers available to the District Council for prevention, intervention and enforcement. Think creatively to problem solve complex issues and work closely with partner agencies to ensure the best outcomes for all people involved. Always considering the vulnerability of those involved and utilise safeguarding best practices, identifying any safeguarding concerns and completing appropriate referrals where required.

Adopt a proactive, prevention-led approach to reducing repeat offending through early intervention and innovative problem-solving. Work closely with both internal and external partner agencies to identify risk, address underlying causes of anti-social behaviour and deliver effective interventions that achieve positive outcomes for both victims and perpetrators. Develop and implement targeted preventative measures to reduce incidents in areas experiencing persistent high levels of anti-social behaviour.

The role will be responsible for liaising with internal and external partners, including elected members, to create co-ordinate and deliver community safety projects and initiatives that demonstrate early intervention and prevention strategies. These will be aligned with the Huntingdonshire Community Safety Partnership Action Plan, the Police and Crime Commissioner's Police and Crime Plan, and the HDC Corporate Plan.

To identify and respond effectively to incidents of crime, disorder, and anti-social behaviour reported to the Council, or identified through other channels, including multi-agency partnerships, the Community Action Team, or the Police. The role will be expected to apply proportionate prevention and early-intervention strategies, and where all reasonable options have been exhausted, implement appropriate enforcement measures in line with policy and procedure.

The role will take an active lead in cases where HDC is identified as the most appropriate lead organisation and support a partnership response to more complex cases. Examples include but not limited to Anti-Social Behaviour Case Reviews, Problem Solving Groups where a further need for intervention is required, and multi-agency safeguarding boards/panels.

Understand and deliver the statutory duties that apply to Huntingdonshire District Council as detailed in legislation, HDC's Corporate Plan, the Community Safety Partnership's priorities, and associated policies and procedures. Gather evidence, information and exhibits from all available sources. Mediate between aggrieved parties, obtain witness statements where required. Collate documents to prepare and present files for prosecution to the Court.

Manage and lead multi-agency groups to develop responses to individuals, places and peer groups that are linked to community impact issues.

Deliver key projects in collaboration with the Community Safety Team/Community Action Team, and partner agencies in line with the Community Safety Partnership delivery plan. This includes responsibilities under the Serious Violence Duty legislation and supporting the objectives of the Police & Crime Commissioner's Police & Crime Plan.

Key Deliverables:

1. Act as an ambassador for the Council by promoting partnership working and supporting the delivery of community safety initiatives across the district.
2. Identify, develop, and deliver projects to improve awareness, prevent and reduce acts of crime and anti-social behaviour, liaising with and coordinating HDC colleagues and partnership agencies.
3. Promptly respond to concerns anti-social behaviour, gathering evidence and accounts in accordance with best practice and techniques to identify the most appropriate outcome and resolutions.
4. Examine, assess, and analyse all available information relating to reports of community issues and anti-social behaviour (ASB), including location-based ASB where a specific community concern has been identified, and use prevention and intervention strategies to reduce incidents.
5. To develop and lead diversionary activities in partnership with other agencies and organisations, community days of action, and community engagement events across the District, aimed at preventing anti-social behaviour and crime
6. Support the delivery of the Community Safety Partnership Action Plan, the Police and Crime Commissioner's Police and Crime Plan, and the HDC Corporate Plan. This may require creating outcome reports.
7. Promote and raise awareness of the work of the Community Safety Partnership through appropriate communication channels by creating a clear communication strategy, working with internal teams and partner organisations to share key messages.
8. Use mediation skills, attention to detail, problem solving skills and thorough knowledge of statutory powers as a warranted District Council officer to engage with victims, witnesses or suspects to find an outcome which presents a high standard of service.
9. Prepare and submit evidence gathered as part of an investigation, building case files to present evidence at a criminal or civil court, to obtain a successful outcome for victims. Attend criminal and civil court to present applications and evidence for criminal trials, or any other need for achieving enforcement outcomes.
10. Offer appropriate support to individuals, both adults and children, identifying signs of vulnerability and safeguarding concerns, ensuring all concerns are recorded and actioned where appropriate and referred to internal departments and relevant external agencies.
11. Act as a multi-agency lead in response to community issues. Taking responsibility for actions from partnership meetings, attended by multiple agencies across sectors; including

but not limited to Police, Children and Young People Services, Probation, Youth Offending Team, Schools and other County, District, Town and Parish Council partners and members of the public.

12. Chair, manage, and administer multi-agency partnership meetings led by the District Council, including Problem-Solving Groups relating to adults, young people and locations. This includes setting agendas, coordinating attendance, facilitating effective discussion and decision-making, ensuring appropriate information sharing, and overseeing the completion of agreed actions to support effective partnership outcomes.
13. Record and maintain accurate information in relation to case files and audit information by utilising various IT software, case management systems and audit tools. Ensuring use of information gathering, secured storage and use is in line with appropriate legislation.
14. Ensure all cases are risk assessed, and appropriate action is taken within specified timescales, and these actions are communicated and agreed with relevant parties.
15. Identify and address training and support needs for voluntary and professional partners linked to community safety and safeguarding.
16. Working flexibly as part of a multi-disciplinary service on a wide range of community issues and carrying out other duties and responsibilities expressed and implied which arise from the nature and character of the post within the section or department.
17. Officers may be required to work out of normal office hours by prior arrangement. In exceptional circumstances this may be at short notice when personal circumstances will be taken into consideration.
18. Provide support and assistance to other officers in the division and carry out follow up visits and joint visits as and when required.
19. Support the response to Emergency Planning incidents acting as operational response.
(Not on Call)

<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<p>Essential:</p> <ul style="list-style-type: none"> • A relevant undergraduate degree, or equivalent relevant work experience in relation to Community Safety / ASB / criminal investigation and enforcement. • Detailed knowledge of relevant legislation, best practice and skills necessary for anti-social behaviour and criminal offences • Working knowledge of how deliver community projects and evaluate outcomes • Knowledge of the impact crime and anti-social behaviour has on its victims and wider community. • GCSE at Grade A to C in English and Mathematics, or relevant skill-based equivalents. • Ability to effectively manage and positively respond to confrontational situations. • Knowledge of the impact crime and anti-social behaviour has on its victims and wider community. • Ability to write accurate and detailed reports demonstrated by relevant experience or educational qualifications. • Hold a current valid full manual driver's licence. <p>Desirable:</p> <ul style="list-style-type: none"> • A working knowledge of managing a multi-agency group • Knowledge of the development of an outcome report for project work • A working knowledge of responding to community issues. • Ability to prepare case files and conduct interviews and elicit information. • Understanding of national, regional, and county policies and strategic frameworks. • A working knowledge of presenting reports, statements, and files to Court as an expert witness.
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p>Essential:</p> <p>A minimum of 2 years relevant experience, including:</p> <ul style="list-style-type: none"> • Experience working within a role linked to community safety / community impact • Applying investigative techniques effectively • Working in a role that requires knowledge and application of legislative frameworks. • Experience in responding to reports of anti-social behaviour and/or crime. • Using initiative with minimal supervision to manage and prioritise a diverse workload.

	<ul style="list-style-type: none"> • Experience of being an effective team worker, demonstrate leadership within a multi-agency arena. • Experience of developing and maintaining positive working relationships with partnership agencies and communities. • Experience in using IT systems/software including Microsoft Office and case-management systems <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in researching changes to legislation and best practice • Experience in assessing risk to the public. • Experience in preparing and presenting evidence, statements and reports.
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Ability to set high standards in customer care and service delivery, to develop and enhance service improvements and to ensure that such standards are being achieved. • Competent in use of information management systems. • Excellent written and oral communication skills including: <ul style="list-style-type: none"> ○ In depth report writing ○ Presentation skills ○ Negotiation skills ○ Partnership working ○ Chairing or representing an organisation in meetings • Ability to interact with customers, partners and members with tact, sensitivity and confidentiality. • Excellent organisations skills, including management of time and competing priorities. • The ability to carry out investigations by identifying, gathering, and recording evidence found without compromising its integrity. • Ability to identify and assess a variety of risks to the public/persons and put in place measures to mitigate them. • The ability to assimilate information impartially in a variety of situations and to make reasoned judgements and decisions. • Skilled at managing difficult and confrontational situations, including situations where a person is an alleged perpetrator of crime and/or anti-social behaviour. • Skilled in managing personal performance and evidencing and presenting personal performance upon request.

	<p>Desirable:</p> <ul style="list-style-type: none"> • Ability to facilitate and record accounts and statements from witnesses and perpetrators of ASB. • Skilled in eliciting and recording information from individuals who may be in a state of stress/distress or are uncooperative and evasive.
<p>Decision Making and Impact on Others</p>	<p>Example:</p> <p>Proactively pursue opportunities to learn, improve practice and innovate to ensure decisions are based on best practice, protecting HDC's reputation.</p> <p>Making clear and defensible decisions in response to reports of anti-social behaviour. This safeguards the public and environment and maintains the integrity of an investigation.</p> <p>Making appropriate decisions in accordance with an Officers risk assessment and timeframes set by HDC's Enforcement Policy. This reduces and mitigates risk and maintains the integrity of HDC's Policies and procedures.</p> <p>Balancing risks and benefits of various decisions available in accordance with best practice, lawful and warranted powers, and public interest. This positively maintains HDC's integrity and positively effects the public's faith in HDC's to enforce.</p> <p>Communicating decisions with partners and members of the public, in accordance with data protection requirements.</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<p>Example:</p> <p><u>Internal customer contact 30%</u></p> <ul style="list-style-type: none"> • Co-working with Environmental Health Officers, Community Action Team, Planning Enforcement Officers, Housing, Licensing, Residents Advice Team etc on Joint work/operations. • Co-working with Operations Departments – Grounds Maintenance and Street Cleansing Managers and Operatives for statement taking, prevention projects and joint operations. • Heads of Service, Activity Managers, etc. • District, Councillors in relation to their priority areas or calls to service. • Internal legal department for the development and presentation of prosecution files. <p><u>External customer contact 70%</u></p> <ul style="list-style-type: none"> • Victims/complainants of anti-social behaviour • Witnesses of anti-social behaviour

	<ul style="list-style-type: none"> • Perpetrators/suspects of anti-social behaviour • Police partners, including PCSO's, Police Officers, Sergeants and above in relation to coworking and joint operations • Coordination and chairing monthly multi-agency meetings in relation to anti-social behaviour and crime. • Community Groups and local businesses in relation to their experiences of crime and anti-social behaviour • Legal Consultant Firms for the development of best practice and legal knowledge. • DVLA for the purpose of identifying the registered keeper of a vehicle linked to anti-social behaviour. • Other statutory and non-statutory bodies or third-sector organisations/groups. • Working with and updating District, Town and Parish Councillors. <p>The post holder will also be expected to maintain and develop existing internal links with other Divisions and to develop further links as individual needs or corporate requirements dictate.</p>
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p> <p>(E) Essential</p> <p>(D) Desirable</p>	<p>Example:</p> <ul style="list-style-type: none"> • A proven awareness of the needs of customers in all their forms and of the importance of providing consistently good customer service, adjusting their interpersonal style to respond to the needs or preferences of the customer. • Is prepared to adapt their approach to new legislation, case law, best practice, and responds constructively to a change in agenda or priorities. • Works accurately with suitable attention to detail whilst managing a heavy workload and carrying out work to agreed priorities • Revisits their decisions when presented with new information. • Excellent negotiating skills with the ability to achieve consistently good outcomes in a wide range of situations • The ability to manage conflict, to deal calmly with aggressive or overwrought individuals and to handle difficult situations. • Willingness to travel as a daily activity, and occasionally work unsocial hours.
<p>HDC values</p>	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p>

	<p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people’s differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted ‘best practice’
- Shows a personal commitment to safeguarding children