



Senior Anti-Social Intervention Officer

ROLE PROFILE

Incorporates

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SECTION 1: POST DESCRIPTOR

1. POST DETAILS	
Post Title: Senior Anti-Social Intervention Officer	
Service Area: Housing	Section: Housing Operations
Reports to: CCTV/Neighbourhood Team Leader	Grade: 6
Position Number: HE2990	Gauge Reference:
2. ROLE PURPOSE To provide a comprehensive Anti-Social Intervention Service to the tenants and residents of West Dunbartonshire Council to safeguard council housing stock, issue Fixed Penalty (Dog Fouling, Fly-Tipping and Littering). Manage a team of staff to investigate and respond to lower-level cases of ASB and manage problems of anti-social behaviour in our communities in accordance with local legislation and local policy and Procedure. This will also include responding to Emergency calls from Emergency controller that impact wellbeing of tenants with High Rise Living. Ensure facilities are available at agreed core opening times to allow tenants and residents access and that responses are made to service requests from internal and external customers.	
3. DIMENSIONS and SCOPE OF ROLE (including budgetary and staffing responsibilities) Budget: The post has no budget or financial responsibility but is involved in preparation of costs, staffing resources, approval for overtime and requisition of stores and materials. Staffing Direct: The post holder will direct and supervise a team of 3 Anti-Social Intervention Officers, under the direct line management of a CCTV/Neighbourhood Team Leader and be responsible for all HR21 record keeping as well as personnel related activities including ARM's and disciplinary and grievance issues. Staffing Indirect: None	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF SERVICE AREA/SECTION

The Anti-Social Intervention Service forms part of the Housing Operations section within Housing. As a responsible Social Landlord, the section is obliged to provide effective management of its housing stock, ensuring that tenants are encouraged and supported to adhere to the obligations contained within the missive. The Neighbourhood Intervention Officer works closely with their Housing Operations colleagues, namely ASB Enforcement Officers and Housing Officers to ensure that overall, service delivery meets the criteria set out in Council strategic priorities. The Senior Anti-Social Intervention Officer will provide effective back-up and support to CCTV/Neighbourhood Team Leader for ASB related matters and Housing Operations in general.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Supervise the Anti-Social Intervention Officers, and manage shift patterns, accordingly, ensuring that service is delivered where required and at the appropriate times.
- The post holder will be responsible for personnel and staffing issues in their service area and will have due regard to council policies on attendance management, discipline and grievance, recruitment and selection, staff training and personal development.
- Develop the best ethos within the team ensuring regular monitoring and review to support a learning culture and the development of effective training and

development plans.

- Drive vehicles provided by the council during operational hours for business related activities (Provided you are a holder of a full UK driving license or appropriate certification).
- Employees assigned to vehicles will ensure that all daily, weekly and other checks are carried out in accordance with the Councils Transport Department requirements. Including vehicle cleanliness. The Senior Anti-Social Intervention Officer will ensure that staff carry out this task diligently.
- Employees will also be responsible for the security of any plant, transport, machinery or materials they have been issued with.
- Ensure that Anti-Social Intervention Officers deliver a high quality, tenant/resident focused service which meets the key objectives, financial targets and performance standards of the Housing Operations Service.
- Ensure a high-quality service is provided that meets tenant / resident expectations and requirements
- Assist in patrolling of public events when required and occasional inspections of public space areas.
- Promote and re-enforce a strong tenant / resident focused, responsive, flexible 'can do' culture throughout the Housing Operations Service
- Assist in the promotion of the overall well-being of tenants and residents by being aware of vulnerable persons and the protocols and procedures for getting assistance for them
- Post Holder will be responsible for escalating ASB cases to ASB Enforcement Team and Criminal Behaviour to Police and partner services as and when required and will provide witness statements.
- Engage with the perpetrators of low level ASB and ensure all available actions are taken and reported timeously
- Ensuring the effective provision of ASB services to all customers
- Assist Area Coordinator/Team Leader in providing strategic and operational management on all aspects of the councils ASB service
- Undertake and respond to complaints of ASB and investigations of lower-level CAT C cases with referral point to ASB Enforcement Team
- Casework management of 3 staff to undertake and respond to complaints of ASB and the investigations of lower-level CAT C cases with referral point to ASB Enforcement.
- Assist the Team Leader in managing the physical response (out of hours) to

complaints of ASB from residents and tenants of WDC accessing our ASB helpline

- Assist the Team Leader in the planning and management of Issuing of Fixed Penalty Notices for Dog Fouling, Fly-Tipping and Littering offences
- Employees will also be responsible for the security of any plant, transport, machinery or materials they have been issued with.

7. PROBLEM SOLVING

The post holder will be expected to develop a comprehensive approach to solving complex problems through working with key partners to achieve well rounded solutions that meet expectations in terms of outcomes, performance, financial limitations/ opportunities and effectively manage risk.

The post holder holds a key position within the senior staffing structure. The post holder will work within defined legislation and best practice guidance, they will be required to seek discretion over a wide range of areas and will use problem solving techniques to resolve more complex problems that arise with the challenging client group and the wider community.

The post holder must take responsibility to resolve complex issues that arise within the service area as part of their daily work. The post holder will seek advice and guidance from their Team Leader or Area coordinator for more serious problems and/or be directed and guided by the relevant specialist within a specialist field but does have a degree of autonomy.

8. PLANNING

The postholder will be required to plan daily/weekly inspections of safety equipment, materials and supplies to allow smooth delivery of the service. The post holder will also be responsible.

There is a risk factor that the post holder may be called to other work in the event of any incidents that may hamper the planning process.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder will arrange formal and ad-hoc meetings with the Anti-Social Intervention Officers as required to discuss progress against targets, current operational issues and actions required.

Work will be given to the post holder electronically as well as verbally on a daily / weekly basis by the Team Leader or other relevant manager/team leader. The post holder will

also generate work during their daily weekly inspections and act accordingly.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal communications and working relationships:

Communications will involve contact with Housing Operations staff, as well as other internal services within Housing Services in relation to achieving the aims, objectives and targets set for the service and providing routine information to allow others to complete tasks as required ensuring effective service delivery.

External communications and working relationships:

Communications will involve contact with tenants / residents and visitors to the establishment including NHS, Police Scotland and Scottish Fire and Rescue Service.

11. DECISION MAKING

The post holder will be required to make decisions in line with established working practices and local knowledge gained. The post holder will require making decisions as to whom and where information should be sent. Supervision and guidance is readily available.

12. MOST CHALLENGING PART OF THE ROLE

The post holder will be expected to effectively meet the conflicting demands of the service users and will prioritise work streams to ensure timeous completion. The working environment can be extremely challenging in certain localities. The council will at all times endeavor to ensure that the post holder will work in a safe and stress free environment.

Health and Safety will be at the forefront of all decision making related to this area of work.

13. GENERAL

Disclosure/PVG membership: Yes – Level 1 Disclosure

Politically Restricted Post: No

General:

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the

post and the organisation, following appropriate consultation.

14. WDC TRAINING

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available, **including any mandatory courses and timescales for these to be completed**. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport

Includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules;
Policy Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport

Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. Noting this is in addition to generic WDC training listed above.

No mandatory training required.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
Educated to HNC or 3 years experience in ASB setting	Full clean UK Driving Licence
Training	
Manual Handling	
COSHH	
Investigation/ASB and Housing Scotland	
Experience	
Experience of working within a Housing or ASB customer focused environment	Experience of supervision of staff
De-escalation and conflict resolution	
Knowledge and Skill	
Ability to plan daily/ weekly activities	
Knowledge of COSHH regulations	
Ability to communicate effectively both written and verbally	
Demonstrate thoroughness and attention to detail	
Disposition	
Sympathetic to the needs of vulnerable tenants	
Ability to lead on own initiative and work as part of a team	
Customer focused with a positive, can-do attitude.	
Self-motivated to undertake and manage caseloads of lower level ASB	