Anti-Social Intervention Officer

JOB PROFILE

Incorporates

Section 1 **Post Descriptor**

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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS

Job Title: Anti-Social Intervention Officer (AIO)

Service Area: Housing and Employability	**Section:** Housing Operations
Reports to: Senior Intervention Officer	**Grade:** 5
Position Number: HE3567	**Gauge Reference:**

2. JOB 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), investigate and respond to lower-level ASB cases and manage problems of ASB in our communities in accordance with local legislation, policy and procedure.

Ensure launderettes are closed at agreed core closing times to allow tenants, residents to retrieve their belonging and safeguard assets. Respond to calls from Emergency Controller for High Rise issues.

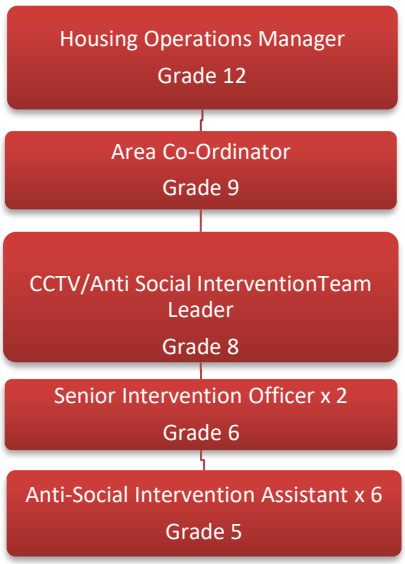
3. DIMENSIONS and SCOPE OF JOB
(including budgetary and staffing responsibilities)

Budget: The post has no budget or financial responsibility

Staffing Direct: The post holder has no direct responsibility for staff

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 Team form 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 Anti-Social Intervention officer works closely with their Housing Operations colleagues to ensure that overall service delivery meets the criteria set out in Council strategic priorities.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

- Ensuring the effective provision of ASB services to all customers
- Undertake and respond to complaints of ASB and undertake investigations of lower-level cases with referral point to ASB Enforcement Team
- Physical response (out of hours) to complaints of ASB from residents
- Issue Fixed Penalty Notices for Dog Fouling, Fly-Tipping and Littering offences
- Post Holder will be responsible for reporting/resolving ASB and Criminal Behavior to Police and partner services as required and will provide witness

statements where needed or requested by Police and attend Court to give Evidence as needed.

- Provide support to tenants/residents subjected to acts of ASB within the Authority with a view to resolving their complaint

- Engage with the perpetrators of low level ASB and ensure all available actions are taken and reported timeously

- Case management responsibility for low level ASB related complaints

- 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.

- Employees will also be responsible for the security of any plant, transport, machinery or materials they have been issued with.

- Assist in the provision of 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

- Asist in patrolling public events when required and occasional inspections of public space areas

- Provide a peripatetic service to the buildings and estates that ensures effective dialogue and communication with tenants and residents and respond to enquiries effectively and efficiently

- Promote and re-enforce a strong tenant / resident focused, responsive, flexible 'can do' culture throughout the Housing Operations Service

- Asist in the promotion of the overall well-being of tenants and residents by being aware of vulnerable people and the protocols and procedures for getting assistance for them

- Post Holder will be responsible for reporting ASB and Criminal Behaviour to Police and partner services as required, and will provide witness statements.

- Engage with the perpetrators of low level ASB and ensure all available actions are taken and reported timeously

- Key holding responsibility including security of premises, prevention of fire and vandalism and opening/closing of premises such as laundry rooms and bin rooms as required.

- Undertake cleaning duties via call from Emergency Controller to ensure required standards are maintained including trauma cleaning.

- Undertake to maintain high standards of health and safety operations within the premise, ensuring that legislative and Council obligations and safe methods/systems of work are in place and complied with.

- Ensure regular checks of PPE equipment are completed in accordance with specified procedures.

7. PROBLEM SOLVING

The post holder requires knowledge of ASB legislation and experience of the various teams within Housing Operations and other council departments. The post holder will work to resolve Out of Hours ASB problems within the authority and Emergency calls to maintain consistency and minimise disruption to service delivery, however, in instances where problems are out with their control the post holder will seek advice or escalate to the Senior Intervention Officer.

8. PLANNING

The postholder will be required to plan daily/weekly visits, safety equipment, and case work. The post holder will also be responsible for their own ASB case work in conjunction with the Senior Intervention Officer that is bespoke to each area they are delivering this service. 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 attend formal and ad-hoc meetings with Team Leader 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 via Police Information sharing 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 physical contact with tenants / residents and visitors to the establishment including 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 are readily available.

12. MOST CHALLENGING PART OF THE JOB

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 endeavour 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

Politically Restricted Post: N/A

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 and timescales for undertaking courses. 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

Full internal and external training will be provided. Internal training will be of quarterly occurrence. This will cover:-

- Complaint handling
- Evidence understanding
- ASB legislation (Scotland) Act
- Housing (Scotland) Act
- De-escalation
- Conflict resolution
- ASB sanction issuing and awareness
- Conflict management
- Case management

Post Descriptor Prepared by: Area Co-ordinator

Date: 08/04/25

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
N/A	Full clean UK Driving Licence
Training	
Investigation/ASB and Housing Scotland legislation/de-escalation and conflict resolution	
Experience	
Experience of working within Housing or ASB and a customer focused environment	
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	
Ability to use iOS and Android devices and use MS 10 operating systems	
Good organisational skills with a proven ability of working effectively to achieve deadlines and manage workloads	
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 cases, at lower ASB level	