Role Profile

Post Title:	**Community Payback Officer**
Grade:	**9**
Date Created:	**25th November 2026**

ROLE DEFINITION

To work with people who use Justice Services to assess and respond to needs, ensuring they receive the support they need within the context of the relevant legislation, National Outcomes and Standards, Council policies and procedures and recognised best practice.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Assume case management responsibilities, carrying out assessment of service user needs and risks, following service operational procedures.
- Participating in structured supervision sessions as required, recording, maintaining and filing appropriately all text and digitally recorded information in accordance with North Ayrshire Council policies and procedures and Data Protection legislation.
- Actively participate in service development as part of team.
- Assess and develop risk management plans subject to regular and robust review.
- Prepare reports and make recommendations to courts as appropriate.
- Practice within the relevant legislative framework, ensuring that national and local guidance, policies and procedures are adhered to.
- Provide advice and guidance to individuals and families, liaising on behalf of Service users, with other Council employees / services, as well as external organisations.

- Promote and raise awareness of the service, as well as examples of good practice, to colleagues and wider stakeholders.
- Maintain accountability for their own continuous professional development, competency and performance through self-assessment and self-evaluation, analysing personal practice and performance activities identified as a result.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• HNC OR SVQ Level III in Social Care or equivalent	• Both HNC and SVQ Level III in Social Care or equivalent	• Application Form • Interview
Experience	• Working with service users within a Justice setting • Planning and delivering evidence-based support • Caseload management	• Undertaking risk assessments • Working within a multi-agency setting	• Application Form • References • Interview
Specialist Knowledge	• Policy and legislative context of the delivery of justice services • An understanding of the issues which impact on service users • Case management practice	• Factors relevant to assessment and management of risk • Health and Safety legislation	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills	• Ability to use initiative in service development and project management	• Application Form • References • Interview

	• Ability to work independently and as part of team • Networking and organisational skills • IT skills • Ability to work under pressure and to timescales • Ability to manage challenging behaviours		
Other	• Required to join the PVG Scheme for regulated work • Ability to participate in weekend shift rota • Ability to work flexibly	• UK Driving Licence	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind