**Manchester City Council**

**Role Profile**

**Anti-Social Behaviour (ASB) Support Officer, Grade 6**

**Community Safety, Compliance and Enforcement Service**

**The Neighbourhoods Directorate**

**Reports to: ASB Team Lead**

**Key Role Descriptors:**

The role holder will contribute to the delivery of a high quality service through the provision of detailed technical knowledge relating to anti-social behaviour, the enforcement of standards and regulation of community activity.

The role holder will apply an understanding of the impact of statutory regulations and national guidelines on anti-social behaviour and core regulatory activities to support effective delivery.

The role holder will be responsible for the provision of quality advice relating to anti-social behaviour, compliance and regulatory processes.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services, engaging and empowering community members to access services and encouraging involvement in activities that promote positive action.

**Key Role Accountabilities:**

Support the delivery of Manchester City Council’s statutory enforcement obligations, liaising effectively with other Council departments and relevant bodies.

Deal effectively with requests within designated timescales maintaining accurate records of all relevant investigations, inspections and meetings.

Provide technical advice relating to the interpretation and enforcement of relevant guidelines to all relevant stakeholders, assisting in the review and translation of statutory guidelines.

Work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated working ensuring effective community and member engagement and clear channels of communication.

Ensure that complex information is interpreted to a high standard and solutions communicated to relevant parties in a timely manner.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**The Neighbourhoods Service**

The Neighbourhoods Service is an integrated model for the delivery of neighbourhood services that combines Citywide Services providing strategic direction and operational management of services together with very specialist technical support, and 3 Neighbourhood based teams where the services are delivered.

The purpose of the Neighbourhoods Service model is to effectively realise Manchester's vision and outcomes for neighbourhoods that are key to the delivery of the new Manchester Strategy. The vision is for clean, safe and green neighbourhoods where people choose to live, with access to employment opportunities and a high quality sport, leisure and cultural offer. Neighbourhoods should be places where communities are engaged and have an increased sense of pride with positive perceptions of the area, and social and volunteering opportunities. The purpose of the Neighbourhoods Service is described below.

**Access to jobs for Manchester people**

Maximise opportunities created by the **GM Devolution** agreement and city’s capital programmes

**Reduce worklessness** by helping Manchester people into work and acquiring the skills they need for the jobs being created in the city

Create **positive pathways** into work for young people

Continue to embed the work and skills agenda in **Public Sector Reform** delivery models

**Places where people want to live**

Create places that are **clean, green, safe** and **inclusive** with quality housing of different tenures

Good social, economic, cultural and environmental infrastructure with sustainable and resilient **active residents** and communities

Support thriving **district centres**

**Increase recycling rates** and reduce carbon emissions

**Creating jobs & growth**

Promote **economic growth** and **investment** in the city to increase employment

Support the continuing growth of the **city centre** as a major economic drive

Enhance the reputation of the city by growing its retail provision and providing a **diverse cultural and leisure offer**

Connect residents, neighbourhoods and businesses though new and enhanced **infrastructure**

**Role Portfolio: Community Safety, Compliance and Enforcement function**

The Community Safety, Compliance and Enforcement functionbrings together enforcement and compliance resource and expertise within the Directorate into one team alongside community safety and civil contingencies. This includes enforcement responsibility around Premises Licensing, commercial and domestic waste, Private Rented Sector housing, Trading Standards, Environmental Health and generic enforcement activity as well as Community Safety strategic priorities, delivery of the Prevent Strategy, the Anti-Social Behaviour and Mediation Services, and client side responsibilities for Civil Contingences.

The Community Safety team are responsible for delivering the priorities set out in the Community Safety Strategy.

The Compliance and Enforcement functions are organised into three teams:

* Specialist and Statutory Compliance Team
* Neighbourhood Compliance Team
* Night Time and City Centre Team

The client responsibility for Civil Contingencies will sit in this service delivered through the AGMA unit.

ASB Support Officers are responsible for working together with partners such as Greater Manchester Police to engage with members of the public, residents and businesses face to face and within partnership settings. ASB Support Officers work with partners to identify vulnerable people and those who may cause anti-social behaviour. Officers explain the impacts and consequences of causing anti-social behaviour, take action to protect victims and signpost people to appropriate support. The majority of time officers are working with partners to deliver this work in communities with some desk-based working.

**ASB Support Officer (G6) – Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours:**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.
* **Analytical:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority.
* **Problem solving and Decision making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken.
* **ICT:** Ability to use multiple applications, systems and associated software packages.
* **People Management:** Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.
* **Creative:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
* **Administrative:** Produce well-articulated documents, including formal, letters and documents to a high standard of written English.

**Technical requirements (Role Specific)**

* Willingness to consent to and apply for enhanced DBS Disclosure, Police Vetting, DVLA check.
* Understanding of housing and non-housing related ASB legislation and its practical application.
* To be able to implement a wide range of interventions to secure compliance.
* An ability to work shifts including evenings and weekends.
* Full UK driving license and willingness to drive a partnership van.