



## JOB DESCRIPTION

<b>DEPARTMENT</b> Community Services	<b>JOB TITLE</b> Community Safety Support Officer
<b>HAY GRADE</b> E	<b>SALARY RANGE</b> £27,803 - £30,825
<b>RESPONSIBLE TO</b> Safer Communities Manager	<b>RESPONSIBLE FOR</b> None

### HEALTH CONSIDERATIONS/RISK/SURVEILLANCE REQUIRED

*VDU habitual user, meeting customers face to face*

## DESCRIPTION OF DUTIES AND RESPONSIBILITIES

### Overview

The post will support the work of the Community Safety Team by delivering support across the Community Safety service and contribute to reducing antisocial behaviour affecting people and places and helping to improving residents' feelings of safety.

The post will:

- provide general administrative and business support service areas;
- provide specialist administrative and business support to relevant service units; and
- make a positive contribution to the Council's core values by being helpful, approachable, responsive and taking ownership of challenges and problems, while making customers feel warm, welcome, wanted and cared for.

### Dimension of Job

- To promote the HART values by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with effect and authority.
- Assist in ASB investigations and response work and help deliver enforcement actions where necessary.
- Handle priority and/or sensitive cases and understand the importance of confidentiality
- To carry out Environmental Visual Audits (EVAs) and joint visits in line with good practice and internal policies.
- Assist the Community Safety team with administration of regular partner meetings, Community Safety Partnership (CSP) meetings and ASB Case Reviews
- Respond to contacts made to the team and advise/signpost as appropriate - passing cases for investigation to the Community Safety Officer
- Plan and organise own workload within the general priorities set out for the service

- To offer assistance and guidance to Community Safety team and Safeguarding Champions as necessary
- To assist where necessary across the wider Community service and People directorate.

### **Internal Contact**

- Community Safety Officer
- Safer Communities Manager
- Executive Director - Community
- Wider Community Services Team
- Environmental Health Team
- Parking Team
- Planning Team

### **External Contact**

- Town and Parish Councils
- Registered Social Housing Providers
- Service users and general public
- Finance and Legal teams
- Wider Community Safety Partnership partners
- Neighbouring local authorities
- Volunteer organisations

### **Key Responsibilities**

1. To provide general business support to the service teams, including document management (scanning, copying), stationery orders, taking and relaying messages, and inbox monitoring.
2. To respond to and assist with enquiries from internal and external customers.
3. To organise, support and attend internal and external, formal and informal meetings as required. To produce agendas, meeting notifications, briefing notes, minutes and notes of meetings as appropriate.
4. To maintain and update databases (internal and external) and other information systems as required.
5. To raise invoices, handle incoming payments, process refunds, organise outgoing invoices, produce accounting and financial data as and when required.
6. Acting as first point of contact, to receive and process complaints as appropriate.
7. To assist with the publication of documents and information on the internet.
8. To generate standard letters and documents.
9. To promote the HART values at all times by being helpful, approachable, responsive and taking ownership of challenges and problems to ensure they are dealt with appropriately.
10. To receive and input: ASB online forms, Police CMP notifications, e-mail, face-to-face (walk-in) and telephone contacts – make initial contact back and refer to case officer.
11. Produce ASB Warning Letters, advise landowners of issues and carry out ASB impact surveys.

12. To support with administration around the DA Forum, CSP and Safeguarding including support with arranging training/speakers as required.
13. To update UniForm ASB Module data management with case updates and documents as required.
14. To manage and maintain Community Safety advice/data on the web.
15. To collate and research material for communications release promoting the work of the Community Safety team and raising awareness around safety and safeguarding topics i.e. national days/weeks/months e.g. Safeguarding Adults Week etc
16. To provide administrative support in the operation of Community Safety meetings including PEOPLE vulnerability meetings, Community Trigger ASB Case Reviews etc
17. Ensure that queries are responded to and follow up work is completed within required/promised deadlines.
18. To undertake other duties such as the Safer Communities Manager determines, commensurate with the grade, including support on special projects and undertaking evaluation of projects after completion.

**You will also be required to support the Community Safety team**

- To record and report safeguarding concerns in line with the Council's policy and procedures.
- To represent the team at community engagement events including carrying out research or preparatory work as required in advance.
- To assist in compiling case files, including statement production and prosecution files for the legal team as appropriate.

**STANDARD CLAUSES**

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health

and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

***Attendance at some evening and weekend events will be necessary plus attendance at external meetings, for which Time Off in Lieu will be given.***

***Pattern of routine working hours (Monday to Friday) with flexibility around times to be agreed with the post holder.***

The responsibilities outlined above cannot totally encompass or define all tasks which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Job Description (Date) October 2022

\_\_\_\_\_

Hay Job Evaluated (Date)

\_\_\_\_\_



## PERSON SPECIFICATION

**POST: Community Safety Support Officer**

### ***The HART Core Values:***

Hart District Council aims to recruit candidates who are committed to delivering our core values. It is our aim that customers should feel warm, welcome, wanted and cared for when they are interacting with our services. To achieve that, all staff are expected to be helpful, approachable, responsive, and to take ownership, to ensure challenges, problems or enquiries are dealt with and appropriately concluded.

This person specification sets out what we are looking for when recruiting to the above post. The essential and desirable attributes we are seeking for this role are set out below:

CRITERIA	ATTRIBUTES	ESSENTIAL (E) OR DESIRABLE (D)	METHOD OF MEASUREMENT
EDUCATION/ QUALIFICATIONS	GCSEs in Maths and English Grade 4 or above	E	CV evidence of achievement
	Evidence of basic understanding of community safety issues	D	CV evidence of achievement
EXPERIENCE/ KNOWLEDGE	Experience with operating computer-based information systems and other software	E	CV/Interview
	Keyboard skills suitable for data input	E	CV/Interview
	Experience of working in an administrative capacity in an office environment	E	CV/Interview
	Committed to providing high quality customer service	E	CV/Interview
	Understanding the general issues associated with antisocial behaviour	D	CV/Interview
	Knowledge of legislation	D	CV/Interview

	relating to antisocial behaviour and safeguarding		
SKILLS AND ABILITIES	Computer literate and proficient in Microsoft Office software	E	Interview
	Ability to make customers feel warm, wanted, welcome and cared for	E	Interview
	Ability to take ownership of tasks, challenges and problems to achieve an appropriate outcome	E	Interview
	Report and letter writing for a variety of audiences	D	CV
	Communicate with outside agencies e.g. Social Services, Police, Housing Associations etc	D	Interview
PERSONAL QUALITIES/APTITUDE	Commitment to professional and personal development	E	CV/Interview
	Ability to manage own time	E	CV/Interview
	Commitment to delivering the best possible services for residents, and internal and external customers	E	CV/Interview
	<i>Ability to take on responsibility and work under pressure</i>	E	CV/Interview
	<i>Flexibility</i>	E	CV/Interview
	<i>Good health record</i>	E	CV/Interview
	<i>Smart and presentable appearance</i>	E	CV/Interview
	<i>Confident attitude with the public</i>	E	CV/Interview
	<i>Ability to communicate competently and accurately in English</i>	E	CV/Interview
<i>Good telephone manner and customer care skills</i>	E	CV/Interview	

MISCELLANEOUS /OTHER WORKING REQUIREMENTS	Access to a car for work purposes	D	CV/Interview
	Availability to work out of normal hours	E	CV/Interview

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must co-operate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

The responsibilities outlined above cannot totally encompass or define all tasks, which may be required of the postholder. The outline of responsibilities given above may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade.

Signatures:

Post Holder .....

Manager .....