



JIGSAW HOMES GROUP – JOB PROFILE

TITLE: NEIGHBOURHOOD SAFETY OFFICER

JOB PURPOSE AND SCOPE:

To provide an effective Enforcement and Prevention service to clients and customers, with regard to tenancy management, crime and anti-social behaviour and assist in the creation and development of sustainable communities.

KEY RELATIONSHIPS:

Reports to: Neighbourhood Safety Manager

External: Local Authorities; the police, health professionals; other Registered Providers; suppliers and other partners.

Internal: All internal stakeholders and the wider staff group; and customers/ residents and their representatives.

KEY RESPONSIBILITIES:

- To carry out your role and live the Jigsaw Groups vision and values both internally and externally to deliver the group objectives and achieve organisational goals.
- Investigate and deal with complaints of anti-social behaviour, tenancy fraud and other tenancy breaches in an appropriate and objective manner by adopting an approach of prevention, intervention & enforcement strategies.
- Investigate and deal with safeguarding reports, including concern cards referred by staff / contractors, referrals from external agencies and customers and, where necessary liaise with and refer to other agencies and support the customer as necessary.
- Prepare and build evidence files for legal applications and represent the organisation in court to effectively secure the required intervention from the courts.
- To mediate between parties in order to successfully resolve conflicts / dispute

- Conduct overt and covert surveillance using specialist equipment and techniques in order to gather evidence of anti-social behaviour and crime. View and preserve surveillance recordings for use in enforcement and legal proceedings.
- Provide support and advice to witnesses of anti-social behaviour.
- Attend strategic and other meetings with internal and external agencies in relation to crime and anti-social behaviour. Develop partnerships and promote good working practices with members of the community safety partnership and other relevant agencies.
- To identify customers with additional needs and give practical support and guidance, liaising with and signposting to other agencies, where necessary to facilitate and manage support that will deliver the most appropriate resolution to the individual circumstances.
- To operate in a manner that accords with the appropriate statutory guidance, legislation and Jigsaw's Policies and Procedures. To be an active member of the Neighbourhood Safety Team by assisting the continual improvement of the service and support colleagues from other internal departments
- To be a pro-active member of the team; continually seeking to improve and develop your own skills. Seek to improve processes, keeping value for money as a focus.
- Undertake such additional roles as are consistent with the above responsibilities at the request of the organisation.

**PERSON SPECIFICATION
NEIGHBOURHOOD SAFETY OFFICER**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		
GCSE Grade A - C in five subjects, one of which must be English or equivalent.	E	Application Form/Certificates
PERSONAL QUALITIES/ SKILLS		
Ongoing commitment to self-development.	E	Application/Interview
Ability to organise your own schedule, prioritise workloads and work under pressure to meet deadlines.	E	Application/Interview
Ability to communicate effectively both verbally and in writing.	E	Application/Interview/Task
Ability to work on own initiative to solve problems.	E	Application/Interview
Ability to advocate on behalf of Customers.	E	Application/Interview
High standard of personal and professional integrity.	E	Application/Interview
Empathy with social aims and values of the organisation.	E	Application/Interview
Ability to work under minimum of supervision.	E	Application/Interview
Motivation to undertake further training to develop the role of ASB Officer.	E	Application/Interview
Ability to work effectively in a team	E	Application/Interview
RELEVANT EXPERIENCE		
Experience in participating in multi-agency working.	E	Application/Interview
Experience in developing partnerships and promoting good working practices with members of the community safety partnership and other relevant agencies.	E	Application/Interview
Experience in handling difficult customers in a compassionate and sensitive manner.	E	Application/Interview
Experience of information and evidence gathering and compiling that information in an appropriate format.	E	Application/Interview/Task
Proven ability to seek out information by personal interview and probe and clarify by question.	E	Application/Interview
Experience of dealing with complex safeguarding cases involving both adults and children at risk of harm.	E	Application/Interview
Experience of pro-actively promoting and undertaking face to face and group meetings to reach effective and agreeable outcomes.	E	Application/Interview/Task
Experience of taking and drafting statements to comply with Civil Procedure Rules. Preparing evidence and documents for court proceedings.	D	Application/Interview

<p>OTHER SKILLS/EXPERIENCE</p> <p>Ability to understand, interpret and fully apply prescribed processes in line with Company policy, including the application of sound judgement and discretion where required.</p> <p>Ability to demonstrate an innovative approach to continuous customer experience development.</p> <p>Understanding of anti-discriminatory practice in service delivery</p>	<p>E</p> <p>E</p> <p>E</p>	<p>Application/Interview/Task</p> <p>Application/Interview/Task</p> <p>Application/Interview</p>
<p>SPECIALIST KNOWLEDGE</p> <p>Recognised accredited Anti-Social Behaviour Case Management qualification.</p> <p>A working knowledge of the law as it applies to tenancy management, crime and anti-social behaviour and the relevant statutory and regulatory controls.</p> <p>Human Rights Legislation.</p> <p>Experience of using specialist equipment and the ability to learn new technical skills.</p> <p>Extensive knowledge of partner agencies and their remit in relation to addressing ASB and protecting vulnerable individuals.</p>	<p>D</p> <p>E</p> <p>E</p> <p>D</p> <p>E</p>	<p>Application</p> <p>Application/Interview/Task</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview/Task</p>
<p>OTHER</p> <p>Full Driving Licence and access to own vehicle</p>	<p>E</p>	<p>Application Form/Documentation</p>
<p>Please note: Applicants must meet the above “Essential” criteria as a minimum. “Desirable” criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. For example, by providing aids or adaptations to help overcome the effects of their disability. If you have a disability, please refer to the guidance notes before you complete your application form. If you have any questions please do not hesitate to contact the HR team on 01942 608715</p>		