

**JOB TITLE:** Neighbourhood Services Officer – Houses of Multi Occupancy

**DIVISION:** Housing Services

**GRADE:** Scale 4

**ACCOUNTABLE TO:** Head of Community Safety & Neighbourhood Services

**LOCATION:** Winchester District

## POST OBJECTIVE

- Under the direction of the Head of Community Safety & Neighbourhood Services and the line management of the Neighbourhood Services Supervisor you will provide an active deterrent, and take appropriate enforcement action, regarding environmental crime and anti-social behaviour.
- Building upon positive partnership and community relationships you will work with a variety of statutory and voluntary groups to increase feelings of safety.
- To work predominately in a discrete geographical area within the Winchester District
- To provide a specialist co-ordinating role for the Neighbourhood Services Team

## SPECIFIC TASKS:

1. To investigate offences and record evidence in accordance with the Police and Criminal Evidence Act 1984 and subsequent relevant legislation in order that legal proceeding may be pursued as necessary.
2. To take enforcement action under the appropriate legislation which will include issuing Fixed Penalty Notices, issuing cautions, compiling reports for prosecution and ensuring that necessary court procedures are carried out. Attend Magistrates County and other courts to give evidence on behalf of the Council.
3. To utilise digital and electronic equipment as appropriate e.g. Environmental Crime.
4. To take active leads in projects that have the aim of improving either the environmental impact of Winchester or with the aim of reducing the fear of crime or anti-social activities whether practically or through educational means.
5. To develop and maintain efficient recording systems and disseminating the information to the appropriate internal and external partners in accordance with the General Data Protection Regulation.
6. To work in a discrete geographical area within the Winchester District, monitoring activity and patrolling the area to provide a visible presence to deter vandalism, public nuisance and other forms of ASB.
7. To keep up to date and maintain a professional network around the post specialism e.g. proactive working relationships with key partners and community groups, in particular the Police, Elected Members, Educational Establishments, Resident Groups, Support Services, and the Housing Providers.
8. To deliver against specific actions outlined within the annual business plan and corporate strategy.
9. To attend meetings appropriate to both the specialist role and the discrete geographical role.
10. To deal directly with residents and where possible deal directly and promptly with any problems they have relating to anti-social behaviour and environmental concerns, or refer them to the appropriate agency or service.
11. To encourage residents to take responsibility for reporting anti-social behaviour and the outcome of such behaviour such as vandalism, graffiti etc. via the appropriate methods e.g. 101.
12. To organise and promote public meetings or events aimed at consulting local residents, community representatives, voluntary and other statutory organisations on a range of issues to improve services and identify solutions that improve the quality of life of residents.
13. To promote the use of local facilities by participating in and encouraging a range of formal and informal activities.

14. To provide practical support to other services within the council as a first response across the Winchester District e.g. Access & Infrastructure, Planning Management, Landlord Services, Strategic Housing, Waste Management, Environmental Protection, Landscape and Open Spaces.
15. To work in a confidential environment and comply with data protection legislation.
16. As an officer of the Council report safeguarding concerns as directed in policy.
17. To undertake any other duties commensurate with the grade of the post.

#### Multi Occupancy Officer

18. To maintain up to date knowledge and a general overview of all legislation relating to multiple occupancy and good practice from other partnerships.
19. To lead on the development and implementation of strategies and initiatives to help tackle nuisance behaviour in relation to Multiple Occupancy throughout the district, in line with the overall aims of the Community Safety and Portfolio Holder Strategies.
20. To act as a link between the City Council and Universities/Educational establishments in Winchester City Area.
21. To act in an advisory role to external partners and the Neighbourhood Services Team
22. To act as a first point of contact, and lead officer, for issues relating to Multiple Occupancy Nuisance.
23. To take referrals from the other Geographical specialists within the Neighbourhood Services Team in relation to Multiple Occupancy Nuisance.

The nature and level of responsibility of the post are such that the identification of a complete and exhaustive list of duties and responsibilities is not possible. Accordingly, this job description is not contractual but is intended as a guide to be read in conjunction with supporting documentation. This job description will be subject to regular review and may need to change to meet the changing needs of the department.

Signed.....

Date.....



**JOB TITLE:** Neighbourhood Services- City Centre

**POST:**

**DIVISION:** Community Safety

**DATE:** May 2018

Requirements		Weighting	Assessment Method
Skills	Practical, common-sense approach to problem solving	3	I
	Computer literacy	3	A/I
	Ability to keep accurate and detailed records	3	A/I
	Ability to talk/present to various groups	2	A/I
	Excellent spoken and written communication	3	A/I
Experience	Working in an enforcement background	2	A/I
	Working knowledge of environmental legislation and/or criminal justice system	2	A/I
	Working with adults/young people/children in community settings	3	A/I
	Working with community groups	3	A/I
	Working in a highly confidential environment	3	A/I
	Working in a partnership/multi-agency environment	3	AI
Personal Qualities	Ability to build and maintain working relationships	3	I
	Team Player	3	I
	Personal resilience/calm and focused under pressure	3	I
	Reliable and honest	3	I
	Self motivated and able to use initiative	3	I
	Personable manner/friendly and approachable	3	I
	Firm but fair approach - confident	3	I
Specific Job Requirements	Able to meet the travel requirements of the post	3	A/I
	Flexible approach to work – some evening and weekend work required. The postholder must be prepared to work at various sites throughout the district as required	3	I
	Must be prepared to take the lead for a specific specialism within the team	3	A/I
	A disclosure/police check will be required (exempt from Rehabilitation of Offenders Act)	3	I
	Will be required to undertake Community Safety Accreditation Scheme	3	I
	The post holder must be able to undertake patrols on foot and in a fleet vehicle /be out in their GEO area for a maximum of 70% of each working day (approximately 5hrs per day)	3	I
Qualifications	Good general standard of education	3	A/Q

**Weighting**

3 – Essential for the successful performance of the job

2 – Desirable but can be achieved through on the job training or experience

1 – Useful but not essential for successful performance of the job

*Assessment*

*Application Form  
References*

*A  
R*

*Interview  
Presentation*

*I  
P*

*Tests  
Evidence of Qualifications*

*T  
Q*