

Job Description and Person Specification

ASB Enforcement Officer

A Lambeth to be proud of



Job Title: ASB Enforcement Officer

Department: Residents and Enabling Services

Division: Community Safety and Resilience

Business Unit: Public Protection and Environmental Enforcement

Grade: PO1

Reports to: Neighbourhood Team Leader

Responsible for: Not Applicable

1. Context

Community Safety and Resilience Service covers several key frontline and strategic areas for Lambeth Council, including improving public safety, delivering frontline statutory enforcement services, community safety functions and assurance of safe housing in the private rented sector. Vital to this is compliance to public protection and environmental matters across the Borough.

As ASB Enforcement Officer, you will be responsible for Anti-Social Behaviour Case Management and providing sustainable solutions across the Borough including using all relevant powers under the ASB, Crime and Policing Act 2014. You will have effective de-escalation, interpersonal and communication skills.

Lambeth expects its staff to show openness, honesty and commitment, and, of course, to deliver results. This post will be expected to work collaboratively across Community Safety & Resilience to deliver the outcomes placed upon the division, ensuring flexibility of approach and a “can do” attitude.

2. Job Purpose

- a. To operationally deliver the Neighbourhood Enforcement service in Lambeth effectively and consistently, through the effective co-ordination, planning and delivery of relevant functions and take day to day operational responsibility for the delivery of services which comply fully with all relevant legislation and associated timescales.
- b. To undertake proactive investigation of ASB cases, through case management and operational intervention, and take effective action to complaints, liaising with other enforcement teams, Housing providers and the Metropolitan Police as required to provide evidence for complex cases and multi-partner issues.
- c. The post holder will be required to lead on a victims first approach to support the delivery of enforcement at neighbourhood level and effective delivery of the Vulnerable Victims MARAC.
- d. The post holder will support and undertake ASB case reviews in line with the appropriate legislation, service procedures & policies.
- e. The post holder will be required to take direct and proactive responsibility for assigned tasks and to liaise extensively with internal and external partners to deliver effective services.
- f. Support the delivery of partnership focused pan borough operations targeting hotspot locations, including weapon sweeps, on street enforcement and enforcement within public spaces.

- g. Support an intelligence led data driven approach to supporting the Community safety and Resilience priority of making Lambeth safer.
- h. Support and promote service improvements including systems and performance.

3. Responsibilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties, which may be required from time to time:

- a. The Crime and Disorder Act 1998 places a statutory duty on Lambeth Council to work in partnership with agencies, including the police to prevent crime and disorder in the borough. The ASB Enforcement Officer will contribute to the council's legal responsibility and work for the purpose of assisting statutory Community Safety partners to deliver Safer Lambeth Partnership priorities under any criminal or civil enactment.
- b. To effectively manage caseloads and resources to ensure the service is delivered in accordance with agreed procedures and service standards.
- c. Work in partnership with internal departments, partner agencies and statutory bodies to deliver high profile enforcement and regulatory services, which challenge, deter and prevent various forms of Nuisance.
- d. Investigate Nuisance behaviour & low level crime on behalf of citizens and other stakeholders and utilise the full range of statutory powers to take robust enforcement action to tackle recurrent offending behaviour.
- e. Ensure that performance targets are achieved in respect of case management and enforcement activity and develop a customer satisfaction-based approach towards problem solving.
- f. Participate in appropriate research and development activities as directed by the appropriate Team Leader.
- g. Work closely with colleagues in Housing Tenancy Enforcement to promote partnership working and ensure effective, timely, enforcement action is taken by the appropriate service.
- h. To work closely with housing providers to ensure that we support a victims first approach to investigating cases.
- i. To issue Fixed Penalty Notices for offences by gathering and recording the relevant evidence in accordance with set procedures and best practice, including inputting Fixed Penalty Notices onto the council's logging systems and databases, and ensure the swift payment of notices issued.
- j. To undertake tasked and proactive patrol duties, the primary role of carrying out focused and high levels of enforcement and investigation activities across the borough, addressing issues of crime and disorder, anti-social behaviour, nuisance, environmental issues, and other offences.
- k. To respond as directed or tasked to Members Enquiries, service requests and demands, complaints and taskings.
- l. To work as required or directed with the police, fire and other statutory partners, council services, external partners, and other enforcement agencies to prevent, tackle or resolve crime and disorder, anti-social behaviour, nuisance, environmental issues, highways and traffic offences. To enforce other areas as deemed necessary.
- m. The ASB Enforcement officer will contribute to joint enforcement operations to tackle crime and anti-social behaviour priorities identified by the Partnership Tasking Group.
- n. Where necessary, assist in the delivery of highway enforcement and regulatory services to ensure compliance with the relevant provisions outlined within the Highways Act 1980 and the London Local Authorities Act 1990 (as amended).
- o. The post holder will be required to lead on the preparation of civil and criminal case files for legal proceedings in accordance with the Criminal Procedures and Investigations Act 1996 and other appropriate legislation.
- p. To support the prosecution of civil and criminal offences and presenting evidence in court or other legal hearing on behalf of the Council.

- q. To liaise with legal professionals to ascertain advise on the appropriate legal action to be instigated.
- r. Attend Ward, Councillor, and community meetings as appropriate, representing the Service. Promote community reassurance and increase trust and confidence n council services by maintaining a high-profile presence in Lambeth and with Members
- s. To represent the Council at Court where necessary and provide continuing advice to lawyers in response to the progress of action at court.
- t. To share key attendees, notes and actions from internal and external meetings with the management team.
- u. To support the Neighbourhood Team Leader on specific geographical or problem-solving projects and to ensure that the appropriate measures are in place to deliver agreed activity and measure specific outcomes.
- v. To assist line management with researching, checking cases and drafting of written correspondence in relation to complaints, ombudsman cases, senior council leadership, elected Members, MPs, and residents.
- w. To work with line management to identify, through evidence and intelligence, areas that would benefit from more strategic enforcement (e.g. Public Spaces Protection Orders) and take these matters forward including preparation of reports, evidence and consultation.
- x. To report damage to the highway, including street furniture, observed during routine patrols, where necessary collating information and referring to the appropriate service.
- y. As and when required to issue instructions to the relevant Council Services or Contractors to remove items linked to environmental and highway offences such as littering, fly tipping, highway obstructions and dog fouling.
- z. To carry out PACE interviews, give cautions, record and make statements as required for criminal proceedings in accordance with the Police and Criminal Evidence Act 1984 for environmental offences.
- aa. Produce high quality prosecution statements, case files, statutory notices, warning letters and educational material to support Council action to tackle offending behaviour.
- bb. Act as a professional witness in support of any legal action taken by the Council to address offending behaviour or non-compliance with statutory regulations.
- cc. Deliver planned 'out of hours' monitoring, enforcement and case management activity as directed by the Neighbourhood Team Leader. This includes being required to work different shift patterns, ranging from core hours to evenings, weekends and Bank Holidays.
- dd. Taking a victims first approach to investigating issues within the community, producing a high-quality service for service users.
- ee. To undertake up to 21hrs a month mandatory paid overtime OOH (out of hours) activity in line with service requirements.
- ff. These duties may be varied from time to time in accordance with the needs of the service, and in particular during civil emergencies when it may be necessary to extend these responsibilities to meet the needs of the council.
- gg. Work flexibly in undertaking the duties and responsibilities of the post as directed by the Neighbourhood Team Leader, the post holder should be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- hh. Take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others, Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
- ii. Carry out the duties of the post in accordance with the Data Protection Act, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as Council policies, procedures, standing orders and financial regulations.
- jj. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- kk. The post holder's decision-making authority is determined by Council policy and Procedures.
- ll. The post holder is required to hold an DBS certification from the Disclosure and Barring Service.

mm.Be aware of the role of a Local Authority Liaison Officer (LALO) and perform duties as necessary in emergencies.

4. Personal Attributes

- a. To undertake any other duties as may be required relevant to the job role and purpose.
- b. To take personal credibility to provide positive, professional and supportive function to a large team.
- c. Consistently takes accountability for own actions and holds others to account.
- d. Staff must be able to undertake daily foot patrols where required to meet the needs of the service.
- e. Has the highest levels of personal and professional integrity and can gain the respect and confidence of colleagues, Senior management, the community, other stakeholders and staff.
- f. Uses personal credibility to foster engagement with staff to enable their contribution to service development, improvement and to ensure the directorate achieves strong levels of performance.
- g. To actively promote and uphold the Council’s Code of Conduct, Values, Priorities and customer service standards
- h. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- i. To ensure that the Council’s policies and procedures in relation to Equality of Opportunity are always implemented in the discharge of the duties of the post.
- j. To ensure that the diversity of staff and service users is respected and ensure that the services provided by the unit reflect the needs of all sections of the community, including different faith groups.
- k. Has a collaborative approach to developing solutions and improving services.
- l. Committed to own personal development and that of the workforce.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with “Ticks” (ü) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<p><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></p>			
Qualification	Q1	GCSE or recognised equivalent qualifications or relevant professional experience of delivering similar front-line functions and experience and evidence of ongoing professional development.	✓ A

	Q2	The post holder must holds a full UK driving licence to be able to attend events and meetings outside normal working hours, including early morning inspections, execute warrants (raids) and contribute to the Councils response to civil emergencies.	✓ A
Key Knowledge	K1	Knowledge of the relevant legislative framework, including the provisions outlined within the ASB Crime and Policing Act 2014, Highways Act 1980, part III of the London Local Authorities Act 1990 (as amended) and the Environmental Protection Act 1990.	✓ A
	K2	Working knowledge of the Police and Criminal Evidence Act (PACE), Criminal Procedure & Investigations Act 1996 and the Regulation of Investigatory Powers Act 2000.	✓ A
	K3	Working knowledge of the enforcement process including experience of representing the Council in court proceedings.	✓ A
Relevant Experience	E1	At least one years' experience in a similar front-line Community Safety, Consumer Protection or regulatory enforcement role and ASB in a culturally diverse urban authority with multiple deprivation and complex social issues.	✓ A
	E2	Experience of using common Local Authority ICT systems with demonstrable experience of having used at least one commonly used Environmental Health database. Competent in the use of standard Office based computer systems and a range of common software applications, mobile devices and other information management systems.	✓ A
	E3	Demonstrable experience of working with partners across voluntary, statutory, community and business sectors.	✓
	E4	Experience of investigating nuisance complaints and other environmental protection work.	✓ A
	E5	Demonstrable experience of meeting targets, deadlines and producing quality outcomes within a high performing service.	✓ A
Core Values and Behaviours		<p>Equity</p> <ol style="list-style-type: none"> Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. Ensure fairness and justice is at the heart of my decision making and support to my team and others. Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part 	

		<ul style="list-style-type: none"> e. Take positive action to ensure everyone in my team has opportunities to learn and grow at work f. Encourage everyone to be themselves at work and value who they are g. I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> a. Treat each member of my team with respect and dignity just as I would want for myself. b. Encourage each member of my team to do their very best work and am available to them to provide support and guidance. c. Personalise my support to each team members and look out for them, lending a hand wherever I can d. Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together e. Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard f. Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. g. Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. h. Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	
		<p>Accountability</p> <ul style="list-style-type: none"> a. I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way b. I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. c. I ensure my team plan ahead, getting the basics right and take swift action when problems arise d. I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. e. I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. 	

		<ul style="list-style-type: none"> f. I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same. g. I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. h. I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> a. Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. b. Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. c. Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together d. Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes e. I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. f. Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. g. Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	