

Job Description and Person Specification

Neighbourhood Team Leader

A Lambeth to be proud of



Job Title: Neighbourhood Team Leader

Department: Public Protection & Regulatory Services (PPRS)

Division: Growth and Environment

Grade: PO3

Reports to: Head of Public Protection & Environmental Enforcement

Responsible for: 4 Officers, including ASB Enforcement Officers x2 and Public Protection Specialist Officer x2

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 Neighbourhood Team Leader, you will oversee a team responsible for Anti-Social Behaviour Case Management and providing sustainable strategic solutions across the Borough including using all relevant powers under the ASB, Crime and Policing Act 2014. You will have effective leadership, interpersonal and communication skills.

Lambeth expects its leaders 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.

Job Purpose

- a. To operationally manage 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 lead the 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. To lead on a victims first approach to support the delivery of enforcement at neighbourhood level, and to provide supporting evidence ensuring the effective delivery of the Vulnerable Victims MARAC.
- d. To take an intelligence led data driven approach to coordinating partnership focused pan borough operations targeting hotspot locations, including weapon sweeps, on street enforcement and enforcement within public spaces.
- e. To take an intelligence led data driven approach to supporting the Public Protection & Regulatory Services (PPRS) priority of making Lambeth safer.

- f. Provide appropriate cover for the Response and Environmental Enforcement Team Leaders, to ensure consistent, effective service delivery.
- g. The post holder will be required to take direct and proactive line management responsibility for assigned members of staff and to liaise extensively with internal and external partners to deliver effective services. The post holder will also be required to manage the delivery of regulatory functions in the area of public protection and environmental enforcement matters.
- h. To support and promote service improvements including systems and performance.

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 including carrying out duties in emergency situations as required including out of hours.

Key responsibilities and tasks for this post are listed below:

- a. To regularly review case management systems to ensure all case records, including electronic and paper files are accountable and demonstrate that investigations have been undertaken in line with agreed procedures.
- b. Work collaboratively to set and carry out work schedules to service standards to achieve high standards and customer satisfaction.
- c. To support the delivery of a multi-agency, multi-tenure Anti-Social Behaviour Service managing case officers and investigations through regular one to one supervision with employees and case reviews.
- d. To effectively manage caseloads and resources to ensure the service is delivered in accordance with agreed procedures and service standards.
- e. To ensure Officers within the team progress ASB case investigations where all support needs are identified and responded to, and any appropriate legal action can be taken.
- f. To provide specialist advice and guidance in respect of relevant legislation including witnessing statutory nuisance, serving Section 80 Abatement Notices, obtaining warrants, seizing equipment, pursuing prosecutions, and taking other enforcement action including under Environmental Protection Act 1990, ASB Crime and Policing Act 2014, London Local Authorities Act 1990 (as amended) and other related public protection / ASB legislation.
- g. To 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 take lead responsibility or assist on complex or problematic cases, cases subject to ombudsman complaints or where required to support/maintain service delivery.
- j. To liaise with legal professionals to ascertain advice on the appropriate legal action to be instigated.

- k. To represent the Council at Court where necessary, to support staff during court trials and to provide continuing advice to lawyers in response to the progress of action at court.
- l. Assist the Public Protection and Environmental Enforcement Manager with the management of all relevant partnership meetings, delivery groups and community forums.
- m. To represent the service in a range of internal and external meetings in a clear, confident, and coherent manner both as chair and delegate, contributing to the meeting with up-to-date knowledge of individual cases, suggestions and inviting feedback as required.
- n. To share key attendees, notes and actions from internal and external meetings with the management team.
- o. To Assist the Public Protection and Environmental Enforcement Manager 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.
- p. Prepare and deliver concise verbal and written reports on ASB casework and team performance to a range of audiences both internal and external as required.
- q. To promote and facilitate effective partnership working between a broad range of internal and external partners including Public Protection & Environmental Enforcement Teams, Regulatory Services, Police, Business Improvement Districts, Councillors, Council Housing, other statutory and voluntary sector organisations, to jointly tackle Anti-social behaviour.
- r. To assign resources across the multi-agency teams as required to respond to high volumes of casework, challenging or problematic cases and in response to unforeseen circumstances.
- s. 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.
- t. To deal with and respond to any escalated customer complaints in line with the Corporate Complaints procedures, as well as contribute to responding to freedom of information requests and external bodies complaint processes.
- u. To review performance management information, service data and customer feedback provided by the core, to plan and direct team priorities, address any issues arising and maintain a quality customer focused service.
- v. Ensure regular performance updates and feedback/instructions are communicated to operational team members including operational partners on a regular basis.
- 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 ensure outcomes contribute to relevant strategies, processes, and service guidelines in other key service areas including Safer Lambeth Partnership strategies and action plans, Lambeth Borough Plan and service policies and procedures.
- y. To provide a victim focussed management approach to service delivery to ensure an effective and efficient service is provided.
- z. To fully participate and undertake the personal appraisal of staff, to recruit, manage and supervise staff in line with the council employment procedures

- aa. To deputise for the Public Protection and Environmental Enforcement Manager in their absence.
- bb. To work flexibly, including out of hours, weekends and bank holidays as required by the work being overseen.
- cc. To undertake up to 21hrs a month paid overtime OOH (out of hours) activity in line with service requirements.
- dd. Oversee and review the production of high quality prosecution statements, case files, statutory notices, warning letters and educational material to support Council action to tackle offending behaviour.
- ee. Work flexibly in undertaking the duties and responsibilities of the post as directed by the Head of Service and Public Protection and Enforcement Team leader. The post holder should be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend working.
- ff. Coordinate and deliver planned regular 'out of hours' operational activity including monitoring, enforcement and case management activity and OOH (out of hours) targeted operations. This includes being required to work different shift patterns, ranging from core hours to evenings, weekends and Bank Holidays.
- gg. To undertake up to 21hrs a month paid overtime OOH activity in line with service requirements.
- hh. 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 and undertake out of hour working to meet the needs of the council.
- ii. 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.
- jj. 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.
- kk. Take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
- ll. The post holder's decision-making authority is determined by Council policy and Procedures and is required to hold an DBS certification from the Disclosure and Barring Service.

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" (✓) 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>			
Special	S1	The post holder must hold 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.	✓
	S2	The post holder must be fit and well and able to undertake daily deployable duties including patrols and operational activity across the borough.	✓A
Key Knowledge	K1	Up to date knowledge of the relevant Community Safety and Environmental Protection legislative framework, including high level specialist knowledge of the provisions outlined within the Anti-Social Behaviour, 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	Evidence of significant knowledge of professional practice and procedure in terms of the relevant areas connected to the role, including complex case management.	
	K3	Sound working knowledge of the Police and Criminal Evidence Act, Criminal Procedure & Investigations Act 1996 and the Regulation of Investigatory Powers Act 2000.	✓A
	K4	Understanding of the political context of anti-social behaviour and regulatory enforcement of local government.	
	K5	Ability to plan, manage and balance reactive and programmed work streams and meet performance targets both individually and for other team members. With the ability to work under pressure and have a flexible approach to changing work patterns. Ability to handle difficult situations in a sensitive and persuasive manner.	
Relevant Experience	E1	Direct evidence of specialist experience of preparing technical reports, proof of evidence, briefing notes, statutory notices and prosecution bundles.	✓A

	E2	Experience of working creatively with internal and external agencies to develop innovative solutions to complex problems and manage relationships with a range of stakeholders from public, private and third sector organisations.	
	E3	Experience of successfully leading, supervising, coordinating and planning the work of staff groups responsible for a wide range of areas, ensuring performance management and meeting statutory requirements within a high performing area.	✓A
	E4	Experience of providing advice to Councillors, senior officers, partners and local groups on community safety and related issues and programmes, including presenting reports to meetings of senior Members and/or council officers, council committees, at public meetings and other groups and partnerships.	✓A
	E5	Experience of 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 and other information management systems.	
	E6	Evidence of the ability to represent the Council's case in court situations.	
	E7	Evidence of leading a high performing team that focuses on investigation, case management and enforcement of related areas.	
Qualification	Q1	A professional qualification i.e. Community Safety Courses, Environmental Health or Law Degree, equivalent relevant technical related qualification or relevant professional experience of delivering similar front-line functions and experience and evidence of ongoing professional development.	✓A

CORE VALUES AND BEHAVIOURS



- 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.
- Take positive action to ensure everyone in my team has opportunities to learn and grow at work.
- Encourage everyone to be themselves at work and value who they are.
- I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals.

- Treat each member of my team with respect and dignity just as I would want for myself.
- Encourage each member of my team to do their very best work and am available to them to provide support and guidance.
- Personalise my support to each team members and look out for them, lending a hand wherever I can
- Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together
- Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard
- Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.
- Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.
- 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.



- 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.
- 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.
- I ensure my team plan ahead, getting the basics right and take swift action when problems arise.
- I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.
- 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.
- I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same.
- I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.
- I encourage my team to learn and grow and ask questions to find the information they need to do their jobs.

Accountability behaviours



One Lambeth
CONNECTED BY PURPOSE

Ambition behaviours



One Lambeth
CONNECTED BY PURPOSE

- 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.
- Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.
- Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together.
- 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.
- I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.
- Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.
- 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.