

Job Title	Safe Neighbourhoods Officer	Location	Regional Based	Job Family	Grade
Reports to	Safe Neighbourhoods Manager	Designation	Agile	Customer Services	C3
Overall Purpose: To keep homes and communities safe from harm by delivering preventative plans to tackle Anti-Social Behaviour (ASB).					
Responsibilities & Outcomes		Skills / Experience		General Role Expectations	
Key Responsibilities: - Identify and deliver ASB prevention projects across communities to reduce ASB incidents to keep both customers and communities free from harm, providing the highest level of customer service in line with Guinness Customer Service Standards. - Build local partnerships across Local Authorities (LA) and external agencies to deliver prevention projects. - Build excellent working relationships with local agencies and neighbourhood policing. - Ensure LA Legal powers are fully utilised to keep customers free from harm. - Effectively represent Guinness and attend court for ASB legal cases, this includes possession and injunctions, using knowledge of full landlord legal powers. - Provide a mediation service to reduce ASB between individual neighbours. - Support the identification and delivery of Continuous Improvement initiatives which deliver improvements for customers. - Ensure and produce good case management, showing excellent investigation skills and delivering robust case notes that can stand up to legal scrutiny. - Support the protection and safety of applicants and customers by identifying safeguarding concerns and following the safeguarding procedures, making appropriate referrals.		Essential: - Demonstrable victim centered, non-judgmental approach to case management. - Excellent customer service delivery, demonstrating good communication and interpersonal skills. - Highly self-motivated with the ability to plan and work effectively without high levels of supervision. - Strong ASB legal knowledge. - Experience of working with and engaging external agencies. - Strong investigation skills and good understanding of case management. - Experience of working in a climate of legislative and organisational change. - Proven problem-solving and decision-making skills. - Resilient and able to deal with challenging situations and deliver sustainable outcomes. - Good attention to detail. - Excellent oral and written communications. - Good knowledge of Microsoft Office - Demonstrates the Guinness Behaviours. Desirable: - Experience delivering targeted ASB prevention projects. - Experience of working in the housing or property sector. - Strong knowledge of regulatory legislation for social housing.		These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Operates <i>largely autonomously</i>, within set guidelines with managerial guidance. - End <i>results largely defined</i> but <i>interpretive judgement</i> is used to achieve them. - Works to <i>clearly defined</i> budgetary parameters and targets. People Skills: - Typically <i>oversees/co-ordinates</i> the work of others, and may be a knowledge leader or lead a <i>small-medium sized team</i>. - Required to maintain effective relationships within <i>own area of responsibility</i>. <i>Manages</i> and <i>ensures</i> consistency of the employment experience in own area. Impact & Influence: - May be required to make a <i>variety of decisions</i>, some complex in nature, with concern for impact on others. - Actions <i>may</i> have internal and external impact/influence. <i>Provides guidance</i> and <i>shares knowledge</i> with colleagues relating to own specialism.	
Key Outcomes: - Customer satisfaction targets are met or exceeded. - High level of successful court outcomes is achieved. - Targeted prevention projects are delivered that tackle Anti-Social behaviour to keep communities safe across a national geography. - Anti-Social behaviour and noise nuisance cases are effectively dealt with to reduce ASB incidents, challenging tenancy breaches and improving customer behaviours. - Proactive work is completed with key LA's and local neighbourhood policing to invoke statutory powers such as Closure Orders, Community Protection notices etc. - Safeguarding concerns, suspicions or allegations of abuse are recorded and sent to the appropriate specialist team..		Qualifications		Thinking Challenge: - Required to identify, assess and <i>resolve complex issues/problems</i> within own area of responsibility. - Sufficient job knowledge to enable the analysis of principles and concepts. <i>Designs and develops</i> a continuous improvement approach within own area. Customer Service: <i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.	
		Essential: Educated to Level 2 (C+ or 9-4 GCSE or equivalent) or higher.			
		Desirable: - Academic qualifications in Housing and/or Tenancy Management. - CIH Housing Practice Certificate (Level 3). - Social Care qualification.			
		Other			
		Driving Licence Required	Yes		
		Mobile working required	Yes		
		Evening and weekend working required	Occasional		
		Other			

You are also required to undertake any other duties within your capabilities as may be reasonably required.