

## PROGRESS HOUSING GROUP

### JOB DESCRIPTION

<b>Post Title:</b>	Community Safety Specialist Manager	<b>Grade:</b>	2
<b>Department:</b>	Housing Operations		
<b>Responsible to:</b>	Head of Operations	<b>Location:</b>	Agile
<b>Responsible for:</b>	Community Safety Apprentice and Income and Community Safety Apprentice		

#### **Job Summary**

To support the delivery of an innovative and effective community safety service, by providing specialist legal advice and advocacy for the Group, ensuring that the appropriate legal remedies are secured to combat antisocial behaviour in our communities.

Be the lead officer in presenting anti-social behaviour cases in court, achieving successful outcomes for the Group.

Ensure the effective operation and delivery of a high quality community safety legal service with particular emphasis on customer satisfaction on the service provided.

Contribute to reporting on progress against targets for the performance of the Community Safety Service.

#### **Duties and Responsibilities**

##### **Strategy**

1. Develop effective working relationships with appropriate local authorities and appropriate neighbourhood policing teams, as well as other agencies, to promote Progress Housing Group to maximise available resources and opportunities in line with Board and customer aspirations.
2. Lead on review of legal procedures for all aspects relating to community safety in the areas in which we operate. Work closely with other departments and staff throughout the organisation, take responsibility for ensuring all related anti-social behaviour procedures are amended and updated as appropriate.
3. Monitor, evaluate and communicate changes in legislation, regulation and best practice, relating to community safety.
4. Collaborate with other members of staff within the business to develop strategies to reduce anti-social behaviour in the areas in which we operate.
5. Ensure compliance with data protection legislation.

##### **Liaison and working with external partners**

6. Establish and maintain effective relationships with external legal providers and Court User Groups.
7. Attend and represent Progress Housing in local Multi Agency meetings and contribute to strategic decision making within those groups.

8. Actively collaborate with other agencies when representing the Group in appropriate forums to help raise the organisation's profile, market services and develop business.
9. Work collaboratively with Colleagues in Supported Living and Supporting Housing where legal action is required to resolve cases of antisocial behaviour.
10. Maximise the effectiveness of Progress Housing in the community and participate in the Community Safety Partnership planning and development of county wide strategies that enhance the chances of reducing crime and anti-social behaviour in the areas in which we operate.

### **Risk Management**

11. Represent Progress Housing and work closely with statutory agencies when assessing the risk to children and adults within the communities in which we operate.
12. Contribute to risk management in relation to all aspects of community safety
13. Responsible for maintaining an up to date caution list, reviewing and mitigating risk as appropriate

### **Customer Focus**

14. Develop and maintain productive and effective working relationships and networks with customers, other residents, service providers and other appropriate organisations, to achieve the vision and objectives of the Group.
15. Proactively encourage partnership working both within and outside Progress Group in the delivery of services to enhance community safety and reduce anti-social behaviour in the areas in which we operate.
16. Ensure an effective, customer and performance focussed community safety service is delivered to customers.
17. Monitor the relevant IT systems to ensure that cases managed are up to date
18. Respond to correspondence on issues that are the responsibility of the post holder.

### **Training**

19. Develop and deliver training to internal and external stakeholders on community safety.
20. Deliver appropriate and effective training for community safety colleagues and source external training where appropriate.
21. Coach and support community safety colleagues to deliver an excellent service.

### **Service delivery**

22. Monitor the Group's mediation services through the relevant service level agreements.
23. Ensure cases are presented in court professionally, accurately and in a timely manner.
24. Ensure compliance is gained with all court orders achieved and in cases of non-compliance, additional legal action is actioned in a timely and reasonable manner.

25. Ensure an effective witness support service is provided to witnesses and victims who take up the offer of this service.
26. Ensure delivery standards are adhered to and achieved when delivering the community safety service to customers and staff.
27. Prepare appropriate cases for legal action including but not limited to injunctive action, possession action.
28. Act as a professional witness when appropriate to do so.
29. Oversee the enforcement of tenancy conditions in cases other than anti-social behaviour where action taken by other staff has been unsuccessful; particularly, but not limited to, access for gas and electrical servicing and tenancy injunctive work.
30. Manage legal budgets, ensuring VFM is achieved
31. Prepare and present reports to a variety of audiences including Board, Customer Forums and Senior Management.
32. Delivery of performance and actions in line with agreed KPI's.

### **Management**

33. Ensure all staff for which the post holder has responsibility are effectively supervised, motivated, guided and supported in order for the team to work effectively and achieve performance targets set.
34. Develop the Community Safety Officers, coaching them to empower decision-making and facilitate staff problem solving.

### **Corporate Responsibilities**

1. Work in line with the Group's core values
2. Participate in the Group's Personal Review and Development Plan process.
3. Ensure that the Group's Equality, Diversity and Inclusion and Customer Care policies are reflected in all activities and to monitor the effectiveness of the same.
4. As a manager, you have a duty to ensure the responsibilities as set out in this job description are discharged in a safe and effective manner, in line with specific health and safety legislative requirements and without detriment to the safety, health and wellbeing of colleagues, partners, customers and others affected by them. The specific requirements are included as an appendix to the Group's Health and Safety Policy and the Group's Health and Safety Team is available to support and assist you with this.
5. Undertake any training considered relevant to the performance of the duties of this post
6. Adopt a corporate, co-coordinated and co-operative approach to working.
7. Any other duties to reflect the changing workloads and priorities within the department

**Special Conditions**

1. Evening and weekend work may be required from time to time for which lieu time will be given.
2. This role entails a substantial amount of agile working and appropriate training and safety protocols will be applied.

**Name****Signature:****Date:**

**PROGRESS HOUSING GROUP**

**PERSON SPECIFICATION**

<b>Post Title:</b>	Community Safety Specialist Manager
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<b>Department:</b>	Housing Operations
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CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<b><u>QUALIFICATIONS</u></b>		
1. Chartered Institute of Housing Professional Qualification	D	Application Form/ Certificates
2. CILEx or equivalent Qualification	D	
3. GCSE Grade C(Level 4) or above in Mathematics and English Language (or equivalent)	D	
<b><u>EXPERIENCE</u></b>		
1. Experience of managing people, coaching and supporting people to achieve performance targets	D	Application Form/ Interview/ Assessment
2. Experience of setting and managing budgets	D	
3. Experience of setting and monitoring performance targets	D	
4. Excellent communication and presentation skills	E	
5. Experience and ability to work in partnership with other groups and organisations	E	
6. Experience of managing complex anti-social behaviour cases to a successful conclusion	E	
7. Experience of working with a diverse range of vulnerable client groups	E	
8. Experience of and ability to write clear, concise and comprehensive reports	E	
9. Experience of the Court hearing process and presenting cases in court	E	
10. Competent in the use of IT systems, including Microsoft Office	E	

<b><u>CRITERIA</u></b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<p><b><u>EXPERIENCE continued</u></b></p> <p>11. Competent in the use of IT systems, including Microsoft Office</p> <p>12. Able to work on own initiative, resolving issues as and when they arise and supporting others to do the same.</p> <p>13. Tact and diplomacy, having the integrity to provide professional advice and challenge potentially difficult decisions.</p> <p>14. Able to manage own resources and professional development.</p> <p>15. Ability to complete tasks to potentially conflicting deadlines, prioritising workload for others as appropriate.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b><u>BEHAVIOURAL SKILLS</u></b></p> <p>1. Flexibility and willingness to develop new skills</p> <p>2. Ability to plan ahead and prioritise a varied workload</p> <p>3. Ability to deal with customers in a professional, customer focussed manner</p> <p>4. Strong personal motivation</p> <p>5. Strong problem solving skills</p> <p>6. Ability to initiate changes to policy and procedures</p> <p>7. Ability to deal with confrontation and stressful situations</p> <p>8. Ability to provide instructions to legal advocates with regard to cases that are referred for legal action.</p> <p>9. Present a positive and professional image of the Group and its subsidiaries, in line with its values.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Application Form/ Interview/ Assessment</p>

<b><u>CRITERIA</u></b>	<b>ESSENTIAL/ DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b><u>KNOWLEDGE</u></b>  1. Knowledge of housing law  2. Knowledge of tools available to housing organisations to enforce breaches of tenancy or the law  3. Basic knowledge of criminal law  4. Knowledge of good practice to deal with anti-social behaviour	E  E  D  E	Application Form/ Interview/ Assessment
<b><u>SPECIAL REQUIREMENTS</u></b>  1. Undertake evening and weekend work when required for which time off in lieu will be given  2. Full driving licence and access to a car	E  E	Application Form/ Interview