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| **Job Title** | **Community Safety Officer** | **Post Number** |  | | |
| **Department** | Place | **Division** | Customer and Regulatory | | |
| **Section/Team** | Community Safety team | **Reports to** | Principal Community Safety Officer | | |
| **Career Family** | Technical, Enforcement and Regulations | **Role Profile No.** | TER7 | **Hay Grade** | 7 |
| **Context** | | | | | |
| About the role  You work with a variety of internal and external partners to support the delivery of the Councils statutory functions under the Crime and Disorder Act and other relevant legislation.  You contribute to the achievement of community safety strategic priorities by leading priority work areas, managing projects, usually in a specialist area and delivering community safety services. This may include supporting the commissioning of services from external providers, identifying training providers and monitoring training uptake, monitoring anti-social behaviours and tensions in communities and coordinating a response.  You respond to problems and issues as they arise and work collaboratively with colleagues to achieve a positive and timely outcome.  You use problem solving approaches to prevent crime, reduce the harm to those affected by crime, provide re-assurance to communities and support enforcement action, when necessary, with agreed deliverables.  You lead co-ordinated multi-agency responses to complex cases of anti-social behaviour and situations that cause community tensions.  You gather and analyse data from a range of sources to identify trends and patterns. Using this information, you will prepare work plans and prepare and present reports to a range of audiences both internally and externally.  You will develop specialist community safety knowledge across a wide range of subject areas which will reflect the service priorities and contribute to the specialist knowledge of the team.    Physical Effort and Working Environment (other than in a normal office environment)  You will work from an office or home and in the community in a variety of settings. You will need to attend some meeting outside of the normal working day.  About the team Community Safety is a high-profile service, co-ordinating the delivery of work to ensure the Council and partners, through the Safer and Stronger Communities Strategic Partnership (otherwise known as the Community Safety Partnership) fulfil their statutory functions and responsibilities. The Service plays a visible role in the delivery of services for residents and communities, all of which are high profile and of national and local importance. Much of its work requires a multi-agency response, working with communities, supporting and enabling them to identify and deal with local priorities and issues, adopting a public health approach with a focus on the prevention of some of the most serious crimes including domestic violence and abuse and serious violence. There is also a significant regulatory element to the work including the *Prevent* anti-radicalisation agenda and domestic violence and abuse.    About the wider section/function The Place Department is organised into service divisions supported by a support Division. The service divisions work with key stakeholders and local communities to deliver the Council’s key strategic objectives relating to planning, housing, transport, economy and climate change in a sustainable manner.    Problem solving and decision making examples  You will be responsible for researching, planning, co-ordinating with partners, and carrying out individual activities to address specific topic areas.  In addition, you will be involved in co-ordinating the response to specific community safety issues – e.g. domestic abuse, serious violence, anti-social behaviour and hate crime.  This will normally be achieved using a range of evidence-based approaches but they also require innovative thinking and problem solving.  Central to the role is identifying and delivering appropriate and timely interventions that can have a lasting impact on individuals and communities. | | | | | |
| **Role Purpose** | | | | | |
| To provide technical guidance and deal with responsibilities for a set of cases or schemes which require the application of technical knowledge and/or compliance with regulations or procedures. To work collaboratively as part of a wider team | | | | | |
| **Key Responsibilities** | | | | | |
| Plan and organise projects and cases to achieve defined policy/technical outcomes in accordance with agreed standards and timescales. | | | | | |
| Develop practical approaches to resolve issues plan their implementation and manage their delivery | | | | | |
| Determine the data/information required to assess and resolve given problems; undertake analysis and derive conclusions to inform solutions as a basis for setting out options and making recommendations. | | | | | |
| Provide specialist advice to customers on interpreting and applying policies and technical principles ensuring that effective customer relationships are established and maintained, advice is clear, accurate and quickly given, the Council is aware of any implications, risks and benefits and solutions are negotiated successfully. | | | | | |
| Prepare and present reports on cases/a range of issues ensuring that they are completed on time and meet Council guidelines. | | | | | |
| Represent the Council’s interests ensuring that the Council’s position is advocated and that a clear summary of issues, progress and implications is given. | | | | | |
| Ensure compliance with department and Council policies, regulations and codes of practice. | | | | | |
| As appropriate give some technical advice and guidance to team members. | | | | | |
| Be the Council’s expert witness as and when required | | | | | |
| **Contacts and Relationships** | | | | | |
| You will work with internal and external contacts, colleagues and teams providing and receiving information in order to present cases and make recommendations.  You will also present the Council’s case to customers and contacts; influencing and persuading to agree satisfactory outcomes. | | | | | |
| **Work Planning, Procedures and Organisation** | | | | | |
| You will work within Council and professional legislations, regulations and codes of practice.  You will apply specialist and detailed knowledge  You will have some scope to develop project implementation plans within defined parameters.  Plan and organise your own work ensuring that targets and timescales are met. | | | | | |
| **Knowledge, Skills and Experience** | | | | | |
| 1. You will have a degree or equivalent qualification, or equivalent relevant experience 2. You will hold or be working towards a relevant professional/technical qualification 3. You will have relevant practical experience; backed by evidence of appropriate specialist knowledge. 4. You will be able to determine your own priorities in dealing with competing workloads 5. Good verbal and written communication skills 6. You will demonstrate knowledge in the use of software packages including in house systems. 7. If relevant you will have experience of monitoring resources. 8. Able to demonstrate the Council’s values and behaviours. | | | | | |
| **Problem Solving** | | | | | |
| There are procedures in place which will help you to resolve problems and guide you in how you carry out your duties.  How you tackle different situations will be based on choosing the correct solution for the problem using your previous experience and knowledge. Problems tend to fall within the boundaries of your own experiences. Solutions can be tested to see whether the answer is right or wrong within a fairly short timescale.  A more experienced member of staff is usually available and can be used to refer situations or problems that are out of the ordinary can be referred. | | | | | |
| **Facts and Figures** | | | | | |
| Numbers of staff managed/supervised  None  Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)  Responsibility for monitoring of spend against budget allocation and grants.  Number of enquiries/items processed  You will manage multiple projects at a time.  Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)    Size, complexity and number of cases/number of clients allocated | | | | | |

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| **Organisation Chart** |
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| **Person Specification** |
| Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.  Essential   A relevant degree or equivalent qualification, or have equivalent relevant experience and be working towards a professional/technical qualification (KSE1)  Knowledge of community safety resources and the powers available to local authorities, and experience of using these effectively in practice. (KSE3)  The ability to lead multi-agency groups in developing community safety solutions (KSE4)  Experience of using project management techniques to develop and managing projects to a successful conclusion. (KSE 3,7)  Well-developed interpersonal and communication skills to build relationships and engage successfully with community groups and partner organisations. (KSE5)  Excellent organisational skills and experience of managing a varied workload with the ability to prioritise tasks to meet agreed timescales. (KSE4)  You will need to pass a DBS check and the Police vetting process.  Desirable  Relevant specialist knowledge of crime prevention and community safety; backed by evidence of practical experience of developing and implementing actions in response to these.  Hold a recognised project management qualification  Validated 5 March 2024 |