

London Borough of Bexley - Job Description

Management Group:

Department/Section: Community Safety Services

Job Title: Community Safety Co-ordinator, ASB, Place-based

Reports to: Senior Community Safety Co-ordinator

Grade: TBC anticipate Bexley 13

Post holders name (if applicable):

Purpose of the job

To provide a co-ordinated multi-agency response to complex ASB hot spots delivering area-based problem-solving processes.

To develop and lead on community-based solutions and events such as ASB Awareness Week and responding to residents and local businesses providing solution-focused strategies.

The postholder will oversee the problem-solving process, monitor performance, and support partners to achieve sustainable reductions in ASB.

Principal accountabilities

Please list the principal accountabilities of the job under the 6 sub-headings below:

Please note that depending on the level of the post, some sub-headings (e.g. strategy) may not be relevant. Please refer to the HAY JDQ Preparation Guide for further information and guidance.

Strategy

To assist the BCSP in the operational delivery of relevant strategies and plans implemented to reduce ASB and provide community reassurance.

To develop a problem-solving process framework which incorporates and reflects relevant strategies and plans including identifying funding opportunities to implement recommendations from EVA's etc.

To produce an ASB action plan that reflects the changes within new legislation as it develops, ensuring appropriate governance framework developing solutions to identified gaps.

Direction

Indirect management and input from projects and initiatives commissioned through BCSP funding.

Implementation

To develop community-based plans to specific events such as ASB Awareness Week ensuring clear communication plans are implemented.

To engage and build trust with residents and businesses to support and encourage reporting of ASB to increase intelligence.

Provide guidance, training and support to staff and partners on ASB processes and legislation including referral processes.

Lead and coordinate the ASB problem-solving process using recognised models (e.g. SARA – Scan, Analyse, Respond, Assess).

Chair or support multi-agency meetings (e.g. ASB professionals' meetings, ASB Case reviews.)

Ensure consistent use of case management systems and processes ensuring GDPR and information Governance is adhered to.

Act as a central point of contact between key partners (Police, local authority services, housing providers, health, businesses and voluntary sector).

Support joint interventions and coordinated responses to persistent ASB issues with ability to flex on demand to support ASB enforcement when required.

Monitor use of the Community Trigger (ASB Case Review) process.

Identify and escalate safeguarding concerns where appropriate.

Respond to Member enquiries, Freedom of Information requests and Subject Access Requests, in line with council processes.

To produce accurate, clear and concise performance reports for management detailing themes and trends and highlighting gaps and recommendations ensuring a solution-focused response.

To ensure clear monitoring of objectives and outcomes of interventions and support continuous improvement.

Identify underlying causes of ASB and promote early intervention strategies.

Support the development of local initiatives and projects to prevent ASB.

Share best practice and lessons learned across partners.

Organisational Control and Development (regularly used examples below)

Applies to most posts

- a) To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.
- b) To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development (regularly used example below) N/A

Applies to posts that are responsible for staff management and development.

- a) To ensure that staff are recruited, managed, appraised and developed, and that effective arrangements are made for the training and development of all staff within the department so as to meet service needs and to provide equality of opportunity for all employees.

Personal Effectiveness (regularly used examples below)

Some of these examples apply to all posts.

- a) To present timely and relevant advice and information to Members and to ensure that Group Leaders are briefed on major and sensitive issues.
- b) To deal promptly with all matters requiring the post holder's personal attention.
- c) To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
- d) To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

Person Specification

Management Group:

Department/Section: Community Safety Services

Job Title: Community Safety Co-ordinator (ASB, Place based)

Job Family: Customer Facing

What education, qualification, training and experience are **necessary** to enable the job to be performed fully and effectively? Note that this information should relate to the qualifications etc. required for the job and not necessarily the same as the existing/previous post holder.

Disabled applicants only have to meet the '**Essential Criteria**' to guarantee them an interview. Items must therefore only be listed as essential if the post holder would be unable to perform the role without them.

Please also bear in mind that your interview questions will also need to be developed to assess the requirements contained in the person specification.

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
Degree-level education or relevant professional qualification of similar level or equivalent experience as specified below minimum of 2 years	E E	A A
Recent Problem Solving Training preferably in SARA Model	D	A
(b) Relevant technical experience, knowledge & skills/abilities		
Knowledge and understanding of current community safety policies including Crime and Disorder Act 1998, ASB Crime and Policing Act 2014, Modern Slavery Act 2015 and other associated legislation.	E	A/I

Knowledge, understanding and experience in delivering Problem Solving Processes to reduce, Crime, disorder and ASB.	E	A/I
Experience in delivering 1:1 work and keeping records of casework and the ability to provide relevant statistics/data monitoring performance and presenting information that is accurate, timely and relevant.	E	A/I
Knowledge and understanding of tools and techniques to deal with ASB associated activity and their application.	E	A/I
Understanding and experience in safeguarding procedures and policies and implementing them and experience of working with senior social workers.	E	A/I
Ability to share best practice and confidence to train large numbers of professionals providing clear and concise information.	E	A/I
Ability to deal with difficult situations and implement and adhere to personal risk management plans	E	A/I
Experience in engaging vulnerable hard-to-reach individuals and gain trust and confidence and experience engaging members of the community.	E	A/I
Proven experience leading community safety partners and multi agencies including experience in chairing meetings.	E	A/I
Experience of presenting and drafting information using a variety of methods and to a variety of differing audiences.	E	A
Understanding and experience in complying with GDPR	E	A/I

English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone:

- Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.
- Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.
- Ability to listen to customers and understand their needs.
- Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.

(c) Other Additional Requirements

DBS, willing to work evenings/weekends, ability to travel around the Borough

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity,
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	enabling people to see positive and exciting possibilities for the future
		I take calculated risks based on available evidence and my

		professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members

	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance

These HPI values should not be changed.