

Job Description

Job Title:	Community Safety Support Officer (Serious Violence)
Management Group:	Place
Department:	Communities
Section:	Community Safety Services
Reports to:	Modern Slavery & VAWG Co-ordinator

Functional links with: The wider Community Safety Team, other council departments including but not exclusively Children's Services, Adult Social Care, Housing and Environmental Health. Working with external partners Met Police, London Fire Brigade, Probation Service, Registered providers and commissioned services in relation to delivery of Serious Violence processes as well as providing direct support to National Referral Mechanism Co-ordinator.

Main purpose of the job:

To provide administrative support to both London Borough of Bexley and Bexley Community Safety Partnership with its recording of its delivery in response to its serious violence priority.

To provide support to the Serious Violence Working Group quarterly, including collating agency responses for the relevant Action Plan that record the detail of delivery in response to Serious Violence.

To provide administrative support for the preparation of the devolved decision-making Panel and maintain accurate data records.

Major Duties and Responsibilities:

To provide administrative support to the NRM Coordinator around the Pilot Panel that takes place monthly.

To prepare agendas, take minutes and ensure the effective running of relevant partnership groups, supporting the respective Chairs, on a quarterly basis.

To liaise with internal and external colleagues on behalf of team members to arrange such meetings as may be required, including ensuring appropriate venue.

To liaise with partner agencies, including the Police, Health Authority, and Probation Service to support the Senior Community Safety Co-ordinators in the preparation of project plans relating to our response to serious violence. To assist team managers in the preparation of leaflets and Communication material relevant to Serious Violence Agenda.

To undertake such duties as might from time to time be designated commensurate with the grade of the post.

Job Activities:

To support a BCSP working group that meets quarterly. Decisions are taken as part of this process from beginning to end to ensure professional meetings are produced that support the Chairs and group members in delivering on the priorities. This includes timely meeting invites, presentation requests, recording actions and ongoing improvement suggestions for the smoother running of the meetings. Good interpersonal skills with colleagues, partners and members also improves partnership working and collaboration.

To support the NRM Pilot which requires a high level of organisation to ensure this is done in a timely manner ahead of the monthly meeting. A high level of accuracy of data recording is needed to monitor decisions made and referral records.

Person Specification

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Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
GCSE education or relevant IT qualification of similar level or equivalent experience as specified below	E	A
(b) Relevant technical experience, knowledge & skills/abilities		
An understanding of current Microsoft applications including word, power point, outlook and Excel.	E	A
Experience in working in a busy environment prioritising workload and organising your own diary.	E	A
Ability to work as part of a team and using own initiative.	E	A/I
Good interpersonal, written and oral communications skills, an eye for detail and sound numeracy skills.	E	A/I
Basic understanding of local government arrangements.	D	A/I
Ability to work within a 'risk assessed' environment.	E	A
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:		
<ul style="list-style-type: none">• 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		

Ability to attend evening or weekend meetings as necessary.	E	A
Ability to travel to meetings with partners, community groups and other events, most of which will be in London Borough of Bexley area.	E	A

KEY:

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

Applicants will be assessed on the above criteria and the following performance indicators throughout the recruitment process

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	<p>I respond flexibly and adapt to changing demands</p> <p>I am prepared to take managed risks to achieve better outcomes</p> <p>I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo</p>	<p>I routinely look for innovative and cost-effective ways to improve performance and customer service</p> <p>I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future</p> <p>I take calculated risks based on available evidence and my professional judgement to learn and try new things</p>
Leadership	<p>I demonstrate a clear sense of purpose and direction, in line with organisational objectives</p> <p>I am willing to take difficult decisions</p> <p>My personal actions promote a positive image of Bexley</p>	<p>I take responsibility for my service and for making things happen to make a difference to my service users</p> <p>I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work</p> <p>I inspire, lead and encourage staff to move forward</p>
Collaboration	<p>I show respect for others and value contributions from internal and external partners and customers</p> <p>I recognise the right solution, regardless of who initiated it</p> <p>I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver</p>	<p>I encourage the feeling that the team is a collective unit with shared goals</p> <p>I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council</p> <p>I network internally and externally</p>
Listening and Responding	<p>I acknowledge other people's viewpoints and work with them to find a win-win solution</p> <p>I prepare and present information anticipating questions and problems</p>	<p>I seek regular service user feedback and review customer data to shape service improvements</p> <p>I ask staff for ideas on how to improve our service and how I can</p>

I adapt my style to the audience and their needs, using the most appropriate communication channels

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
