

## Job Description

<b>Job Title:</b>	<b>Community Safety Project Officer (Hate Crime and ASB)</b>
<b>Management Group:</b>	<b>Place</b>
<b>Department:</b>	<b>Communities</b>
<b>Section:</b>	<b>Community Safety Services</b>
<b>Reports to:</b>	<b>Community Safety Project Officer (BCSP)</b>

**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 Hate Crime and ASB frameworks and processes as well as providing training and managing key projects in relation to both Hate Crime and ASB.

### **Main purpose of the job:**

To support both London Borough of Bexley and Bexley Community Safety Partnership with its function and delivery of Hate Crime and Anti-Social Behaviour response.

To identify external funding streams and support the application of income generation.

To assist the BCSP in the delivery of its overarching strategy and delivery plans in accordance with the MOPAC performance management frameworks and supporting local outcomes and performance measures to demonstrate impact.

To assist the Senior Community Safety Co-ordinator (Strategy) with researching evidence and information to produce strategies, processes, and protocols relevant to Hate Crime and ASB.

To assist with various reports and plans relevant to the operational work of the BCSP and for senior officers, Members, Scrutiny Committees, and external partners.

To assist with carrying out Equality Impact Assessments (EIAs) in respect of the policies, plans and projects that fall within the remit of Hate Crime and ASB functions where applicable, the BCSP. This will include preparing and undertaking community engagement exercises including surveys.

To lead and review the community safety website ensuring content is up to date and relevant on Hate Crime and ASB webpages.

### **Major Duties and Responsibilities:**

To support the development of the Hate Crime working group and the ASB working group ensuring both action plans are up to date and being delivered.

To lead on communications pertaining to Hate Crime and ASB, and the planning and delivery of community awareness throughout Hate crime Awareness Week and ASB awareness week monitoring the progress and outcomes.

To provide briefings for BCSP Exec group following working groups highlighting gaps and development needs that need to be considered by BCSP Board.

To deliver training to professionals and voluntary sector groups regarding Hate Crime and ASB promoting operational panels and highlighting local picture.

To develop positive relationships with faith groups across the borough providing support and identifying key concerns.

To develop relationship with Registered providers promoting tools and powers available to them and provide support and advice for managing cases.

To keep clear records of the ASB case reviews, arranging the statutory meetings meeting the deadlines as specified within the framework.

To provide briefings on new legislation and guidance timely to ensure that all duties are being met within both LBB and CSP agendas.

To complete the ASB triage process on reports received to the Community Safety inbox as per the agreed process, using a degree of professional judgement when responding to and/or allocating cases.

### **Job Activities:**

New project work includes meeting with the BCSP Project Officer to complete an initial scoping document that outlines all considerations for the project. This involves a good level of creative and critical thinking on its content and innovation for new approaches to the delivery of a strategy for example. This work is subject to a team workplan laid out over the year.

Two BCSP working groups meet quarterly and a high level of autonomy is given to the post holder for these processes and time management, diary skills and working on their own initiative is paramount to its success. 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.

Management of inbox for ASB and Hate Crime reports and triaging them to the right Team Member or partner to respond to, and logging on casework spreadsheet.

Delivery of ASB and Hate Crime relate-social media communications and outreach/reassurance, particularly relating to ASB Awareness Week and National Hate Crime Awareness Week.

## Person Specification

<b>Job Title:</b>	<b>Community Safety Project Officer (Hate Crime and ASB)</b>
<b>Management Group:</b>	<b>Place</b>
<b>Department:</b>	<b>Communities</b>
<b>Section:</b>	<b>Community Safety Services</b>

<b>Selection Criteria</b>	<b>Essential/ Desirable (E/D)</b>	<b>Method of Assessment (see key)</b>
<b>(a) Education and formal training</b>		
A -level education or relevant professional qualification of similar level or equivalent experience as specified below	E	A
<b>(b) Relevant technical experience, knowledge &amp; skills/abilities</b>		
An understanding of current community safety policies including Crime and Disorder Act 1998, ASB Crime and Policing Act 2014 and other associated legislation.	E	A
Experience in providing information to Managers on monitoring performance and presenting information that is accurate, timely and relevant.	E	A
Understanding and experience in Safeguarding procedures and policies and implementing them.	E	A/I
Ability to share best practice and confidence to support other professionals providing clear and concise information.	E	A/I
Proven experience supporting community safety partners in multi-agency settings such as meetings	E	A
Experience of gathering and collating information using a variety of methods and to a variety of differing audiences	E	A
Effective communication skills with the ability to engage with varying levels of professionals across various organisations.	E	A
Ability to engage voluntary sector and residential groups building positive relations	E	A
Proven experience in preparing and delivering training to large audiences	E	I
Ability to work independently, as part of a team and prioritise and organise workload.		
Ability to work within a 'risk assessed' environment.		
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.

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### (c) Other Additional Requirements

Ability to attend evening or weekend meetings as necessary.	E	A
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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
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### 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
<b>Innovation</b>	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, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
<b>Leadership</b>	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	
	My personal actions promote a positive image of Bexley	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work

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		I inspire, lead and encourage staff to move forward
<b>Collaboration</b>	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	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 seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	
		I network internally and externally
<b>Listening and Responding</b>	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	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 adapt my style to the audience and their needs, using the most appropriate communication channels	
		I empower staff to make decisions and changes to improve value for money, customer service and productivity
<b>Open and Accessible</b>	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