



Role Title: Anti Social Behaviour Manager

Service: Housing

Directorate: Housing and Environment

Accountable to: Tenancy Services Manager

Grade: P01

Car Category: Casual

Work Style: Flexible Office Based Worker

Purpose of role

- To lead on finding resolutions to breaches of tenancy and issues of community safety for our housing stock.
- To provide the professional expertise necessary to effectively respond to ASB, considering early intervention and prevention measures to promote sustainability.
- To work collaboratively with colleagues across the Council to deliver local resolutions. To maintain effective operational partnerships with internal departments, Police, Social Services and specialist support providers
- To manage the operational day to day delivery of the Housing ASB service.
- To deputise for the Tenancy Services Manager on all ASB matter as and when necessary.

Key Objectives

1.	Enforce the conditions of tenancy and approach community safety issues so that our homes are maintained appropriately, and neighbourhoods are safe and pleasant places to live
2.	Manage cases using appropriate and proportionate measures, including signposting to other agencies, early dispute resolution/restorative approaches, formal warnings, ABC's and court action.
3.	Conduct legal work for the organisation. Gather evidence and prepare detailed witness evidence, prepare legal paperwork, court applications and issue court applications.





4.	Conduct legal advocacy in the County Court before District/Circuit Judges. Court applications may include, Civil Injunction, Possession, Committal to Prison.
5.	Work with customers to sustain their tenancies and identify support needs. Where necessary and appropriate work with other agencies, such as Social Services and Mental Health Teams to resolve issues.
6.	Work alongside neighbourhood teams, Police Authorities etc to resolve tenancy breaches such as tenancy fraud
7.	Adopt a risk assessment approach to effectively manage the ASB team, to plan and oversee its operational performance to deliver high quality services
8.	Develop a balanced response to managing ASB in the community to include the adoption of preventative and restorative approaches alongside legal remedies
9.	Identify trends in complaints and reports of ASB, including those raised by elected members, together with TSM and other data to deliver targeted community initiatives.
10.	To have a visible presence in our communities, leading community engagement activities and positively represent WLBC at Borough wide partnerships and develop effective relationships with the statutory, voluntary sectors and with other key stakeholders
11.	To be responsible for the management and performance of all staff within the team
12.	To have a specialist knowledge of managing a key stakeholder relationship in a commercial environment and strive to provide a cost effective and efficient service regular reporting and detailing your involvement.
13.	Work closely with the Tenancy Services Manager to ensure that outcome focussed, efficient and effective services are delivered to reduce the impact of ASB across WLBC managed communities.
14.	To regularly review and update the ASB service's processes, policies and procedures, ensuring that they are all compliant with the relevant legislation and, where practicable, reflect good practice.
15.	To prepare and present reports to the appropriate forum for example on operational performance, new or revised procedures, new legislation and service reviews.
16.	To work collaboratively with the Tenant Voice panel when introducing new or revised policy approaches





Scope

The role has an assurance operation focus on ensuring all Housing ASB matters are dealt with effectively and within legislation. It is expected in this role to work across teams and departments. It is therefore expected that it will work with stakeholders from across the organisation, with partners and have contact with Elected Members, particularly in respect of asset acquisitions and disposals.

Work Profile

1. Strategy

The post holder will have a lead role in ensuring as an organisation we are compliant with legislation including the Neighbourhood Standard. Their role will also contribute to the achievement of the Council's Corporate Plan and development of relevant strategies, policies and procedures.

The post holder will also contribute to the Council's People Plan in terms of identifying training and development needs that should be addressed, to improve Rent and Service Charge Management. They will work with managers and Heads of Service to identify improvement activities across the organisation that will improve processes and the internal and external customer experience.

2. Performance

The post holder will support the Tenancy Services Manager and Assistant Director of Housing in ensuring that required standards are achieved and maintained. They will take a leading role in the delivery of key objectives, priorities and targets associated with continuous improvement and in developing a more evidence/ intelligence-led approach to managing ASB in our communities. They will monitor and communicate performance against a series of key performance measures (including statutory targets), developing new indicators and targets as needed.

They will recognise, communicate and mitigate any risks to the delivery of high-performance standards.

3. Service Quality

The post holder will have a leading support role in ensuring that the Council's image and reputation for excellent service and value is both maintained and improved, through the delivery of a service that upholds rigorous standards and adds value.

They will develop and monitor appropriate service performance indicators.





They will develop and support the implementation of excellent standards in terms of service delivery performance and professionalism.

4. Resource Management

The post holder line manages direct posts.

The individual is responsible for a budget.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individuals within their remit and in order to undertake their own role.

5. Accountability

The post is accountable to the Tenancy Services Manager

6. Culture

The post holder will play a lead role in Housing Services in terms of the development of a positive organisational culture that is outward looking, evidence-based and customer-focused. They will provide visible, authentic leadership and lead by example, upholding the organisation's values and standards.

The post holder will promote equality of opportunity in the delivery of the duties of the role.

7. Communications

The post holder will have regular (often daily) contact with members of the public Elected Members, their Director and Assistant Director, members of Corporate Management Team, partner organisations and their teams.

They will have frequent but not daily contact with i with Human Resources, Trade Unions and regional/ national bodies.

They will be expected to write detailed reports for committees, some of which may include technical detail that needs to be translated for the layperson and often incorporating sensitive information. They will also come into contact with personal information relating to employees and residents and will need to exercise their responsibilities in handling this information appropriately.





8. Commitment

The Council's normal working week for the purposes of calculation of premium rates and enhancements is Monday to Friday 7 am to 7 pm. The Councils operates a standard working week of 36 hours.

9. Risk Management

The post holder will be expected to contribute effectively to the identification, management of corporate risks relating to health and safety and business resilience/emergency planning. They will be responsible for the effective management and mitigation of risks within their own division, reporting on actions taken and escalating to the Assistant Director of Housing when necessary.

10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

13. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

15. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.





16. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.

POLITICALLY RESTRICTED

Under the Local Government and Housing Act 1989, this is a politically restricted post.

PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Educated to degree level or equivalent, equivalent experience will be considered	X		A
	Meets requirements of Senior Housing Manager under SHRA 2023		X	A
	Excellent written skills for preparation of legal paperwork.	X		A, I
	Interpersonal communication skills to support/improve customer relations with internal and external customers	X		A, I
	Working knowledge of the 1985, 1988, and 1996 Housing Acts (as amended), Anti-Social Behaviour Act 2003 and the ASB, Crime and Police Act 2014	X		A, I





	Experience of delivering ASB and support services to vulnerable tenants with complex needs	X		A, I
	Commitment to continuing professional development	X		A, I
	Experience gained from working in a range of social housing / public sector contexts	X		A, I
	Knowledge and experience of coaching and mentoring		X	A, I
Planning and organising work	Able to operate independently, managing conflicting priorities effectively	X		A, I, T
	Ability to lead and motivate a team and line manage others, with effective resource planning skills	X		A, I
	Methodical and well organised, with a commitment to providing a quality service and attention to detail	X		A, I, T
Planning capacity and resources	An ability to manage budgets effectively and able to demonstrate commercial acumen	X		A, I
	Able to manage specialist teams, utilising a flexible and resilient approach to workforce planning	X		A, I
	Delivery of results under pressure	X		A, I, T
	Ability to think and plan strategically	X		A, I
Influencing and interpersonal skills	Ability to communicate effectively, orally and in writing, with a wide range of audiences using a variety of medium	X		A, I
		X		A, I, T





	<p>Political sensitivity and ability to establish and maintain collaborative working relationships with Elected Members, Central Government, public sector agencies, trade unions</p> <p>Professionalism and credibility that establishes and maintains the confidence of Elected Members, local communities, employees and external partners/ stakeholders</p>	X		A, I
PROBLEM-SOLVING Using initiative to overcome problems	Demonstrable experience of developing and implementing effective outcome-based solutions to problems	X		A, I
	Ability to work across the organisation and operationally, to identify a range of appropriate solutions to issues and problems.	X		A, I
Managing risk	Ability to consider and assess risks associated with the services and the Council's wider operations, undertaking risk assessments as required.	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Able to demonstrate experience of effectively managing change for improved outcomes and service delivery	X		A, I
	Ability to review team performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to lead, manage and promote change in a positive manner to others	X		A, I





ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks
	The ability to fulfil all spoken aspects of the role with confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English	X		A I

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's Expected Behavioural Standards which include:

- Putting customers first;
- Being positive and adaptable;
- Taking responsibility and achieving results;
- Working together.
- We do what we say we will do when we say we will do it.

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- Service delivery and change management;
- Financial and resource management;
- Leading, motivating and developing.

Other information





- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Assistant Director of Housing	
Print Line Manager	Signed Assistant Director of Housing	Date

