Anti Social Behaviour Officer
Permanent, Full-time
Job Ref: NBH0166

Booklet Contents:
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- Job Description
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- Background Information
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- Making Your Application
Dear Applicant,

Thank you for expressing an interest in the Anti-Social Behaviour Officer position. This role is one of 5 Anti-Social Behaviour Officers within the Anti-Social Behaviour Team. Providing a front line response to tackling Anti-Social Behaviour, you will be required to liaise with victims and witnesses to ensure they are fully supported whilst their case is open with the team and ensure they are able to provide evidence to resolve their cases.

The role also requires partnership working to ensure a joined up approach to problem solving anti-social behaviour cases, working with other services within Reading Borough Council and partner agencies, including, Thames Valley Police, Royal Berkshire Fire & Rescue Service, and Probation Services. You will also provide a response to tackling anti-social behaviour on behalf of Reading Borough Council's Housing Service.

The role will also require you to deal with unauthorised encampments on council owned land and when necessary, attend court for possession hearings. This can be demanding role and the successful candidate will need to demonstrate the ability to problem solve and manage multiple caseloads.

Reading itself is a major commercial, transport, leisure and entertainment centre, surrounded by picture postcard villages and beautiful countryside. Yet it is just 25 minutes from Central London by train. It is home to Reading Football Club, the Reading Festival and the award winning Oracle Shopping & Leisure centre.

I’d like to thank you again for your interest in this vacancy and we look forward to receiving your completed application.

Yours Sincerely,

Jo Middlemass
Anti-Social Behaviour Team Manager
Job Description

Job Title Anti Social Behaviour Officer

Location Reading Police Station

Grade/Salary Range RG5m (SCP 28 to 34), with gateway at 31 from £24,717 to £29,854 per annum

Service/Directorate ASB Team, Community Safety Team Environment and Neighbourhood Services (DENS)

Job Purpose

1. To ensure that all allocated Anti-Social Behaviour (ASB) cases are dealt with swiftly and efficiently, with appropriate support provided to victims and witnesses.

Designation of Post and Position within Departmental Structure

1. The post holder report directly to the Anti-Social Behaviour Team Manager.

Main Duties and Responsibilities

1. Investigate allocated Anti-Social Behaviour Cases and ensure that appropriate actions are taken to resolve cases, in accordance to the ASB Team Procedures.

2. Ensure all allocated cases are recorded on the appropriate Case Management System and updated regularly, with cases being closed appropriately, in accordance with the team’s ASB Procedure.

3. Liaise with victims and witnesses of anti-social behaviour and develop action plans to ensure they are supported and safe whilst their case is being dealt with. Where necessary support victims and witnesses who are required to attend court to give evidence.

4. Support and assist in the gathering of evidence and intelligence on perpetrators of anti-social behaviour and formulate action plans to manage their behaviour, incorporating intervention measures and where necessary, enforcement action, in accordance to the team’s ASB Procedure.

5. Provide victims and witnesses with an update on their cases every 2 weeks.

6. Ensure relevant services and partners are provided with case updates on a regular basis.

7. Ensure appropriate referrals are made to relevant services, i.e. Mediation, Childrens’ Action Teams, Edge of Care, Troubled Families, Victim Support, in accordance to the Team’s ASB Procedure.
8. Ensure detailed case file notes and records are maintained and recorded in the appropriate Case Management System.

9. Attend and contribute to case related meetings when required.

10. When required, attend court and give evidence as a witness in ASB related cases.


12. Participate in Team and Service scoping sessions to improve and develop the service.

13. When required, support action to deal with Unauthorised Encampments on council land.

14. Criteria for progression through the gateway:

15. Contribute to Council led publications when required, to provide ASB related updates.

16. Respond to councillor & MP enquires as and when required.

17. Attend tenant/resident/community meetings when required to provide information about the ASB service the team provides.

Scope of Job (Budgetary/Resource Control/Impact)

1. No budgetary responsibilities for this post.
### Special/Other Requirements/Responsibilities of this Post

<table>
<thead>
<tr>
<th><strong>Level of DBS check required for this post</strong></th>
<th>Enhanced without a check of the barring list(s)</th>
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</thead>
<tbody>
<tr>
<td><strong>Does the post require a check against the list of people barred from working with vulnerable adults?</strong></td>
<td>NO</td>
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<tr>
<td><strong>Does the post require a check against the list of people barred from working with children?</strong></td>
<td>NO</td>
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<tr>
<td><strong>What other security/safer recruitment clearances are required for this post?</strong> (excluding standard identity/work permit/education qualification checks)</td>
<td>None</td>
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<td><strong>Is this post “politically restricted”?</strong></td>
<td>NO</td>
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<td><strong>Responsibility for Health &amp; Safety:</strong></td>
<td>LEVEL 2</td>
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<td><strong>Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified</strong></td>
<td>As part of team/service planning, the post holder will take responsibility for identifying and managing significant operational risks arising from the service.</td>
</tr>
<tr>
<td><strong>Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties &amp; Responsibilities” above</strong></td>
<td>As part of team/service planning, the post holder will take responsibility for identifying and managing significant operational risks arising from the service.</td>
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Person Specification

Qualifications/Education/Training

1. Good general education.
2. Good standard of literacy and numeracy.
3. Demonstrable knowledge of the issues and legislation relating to anti-social behaviour.

Experience

1. Substantial experience of providing a front-line, customer focussed service.
2. Experience of working successfully with community groups.
3. Experience of working in partnerships.
4. Experience of persuading and encouraging a range of individuals and agencies to adopt common approach.
5. Experience of assimilating information quickly in order to inform decision making.
6. Experience of working on own initiative with minimal supervision.
7. Experience of problem solving.
8. Experience of dealing effectively with potentially hostile situations.
9. Experience of managing multiple projects/cases at the same time.
10. Experience of keeping clear, concise and accurate notes.

Skills, Abilities & Competencies

1. Excellent interpersonal and communication skills.
3. Ability to use IT packages such as Word and Excel.
4. Able to demonstrate a commitment to equal opportunities and customer care.
5. Ability to contribute to the formulation of policies, through written reports and oral briefings.
6. Presentation skills.
Specific Working Requirements

1. A responsive, flexible and reliable approach to working.

2. Ability to travel around the borough (e.g. use of pool car or public transport).
Background Information

Reading Borough Council is a progressive and successful unitary local authority in Reading, a large town in the heart of Berkshire, England and also part of the Thames Valley, providing a wide range of quality services to a multi-cultural local community. The population of the borough is growing with now over 150,000 inhabitants, and around 5,000 Reading Borough Council staff in service. We care about the people who live in Reading and about those who work for us.

Historically an imperative town in the medieval period, Reading has royal connections through Reading Abbey, founded in 1121 by King Henry I of England who is now buried there. Modern day Reading is a large commercial centre, with the award winning Oracle shopping centre located a short walk from the Council's Civic Offices on Bridge Street. Reading is also the home of Reading Football Club who have had numerous spells in the English Premier League, as well as the University of Reading, and Reading Festival, one of England’s biggest music festivals.

Please see our Living & Working in Reading Guide for more details.

Please also take a look at Reading:UK Magazine which is a publication highlighting the regeneration progress and future investment opportunities across Reading. The magazine is accompanied by a website and quarterly email news bulletin service.
Terms & Conditions of Work

Below is a summary of our typical Statement of Main Terms & Conditions of Employment.

Please note: this may differ depending on the post.

Probation

- New employees subject to a six month probation period;
- Targets set to establish suitability for the post.

Salary

- Stated in your offer of employment;
- Paid monthly in arrears on the 25\textsuperscript{th} of the month;
- Pay progression is subject to annual performance assessments;
- Progression increments awarded on 1\textsuperscript{st} April.

Working Hours

- Normal working hours are 37 per week;
- Flexi-time scheme applies where appropriate.

Annual Leave

- 24 days plus bank holidays;
- Additional annual leave entitlements at service anniversaries;
- Leave year runs from 1\textsuperscript{st} April to 31\textsuperscript{st} March;
- Pro-rata entitlements for part-time staff.

Pension

- Automatic admission to a pension scheme;
- Option to opt out;
- Contribution rate dependent on salary level.
Making Your Application

How to Apply

To conform to our equal opportunities policy, please fill out either an application form using our recruitment website, or one of our application forms by hand. Use of our standard form ensures we give all candidates fair treatment. For this reason, we do not accept CVs as a form of application.

Our recruitment website can be found at www.reading.gov.uk/jobsearch where you will be able to access this vacancy.

Supporting Statement

At application stage, the shortlisting panel will use the criteria from the person specification to select candidates for interview. Thus it is crucial you demonstrate your skills, abilities, knowledge and experience against both the person specification and the job description.

Qualifications

If you are shortlisted for interview, you are asked to ensure that you bring with you to interview any original relevant certificates of qualification, copies of which will be taken.

References

No offer of employment will be made without the receipt of two satisfactory references. Please see the application form for further guidance.

Pre-Employment Checks

For posts with access to vulnerable groups, successful applicants may be required to undergo pre-employment checks which can include a criminal record check and a check of client records. The level of criminal record check required is stated on the advert. The check is carried out by the Disclosure & Barring Service (DBS). Please visit www.gov.uk/disclosure-barring-service-check/overview to find out more about criminal record checks.

In addition Social Services has a policy not to employ spouses/partners where there will be a line management relationship between them, or where they will be employed in the same work setting or within the same line management.

Applicants should note that people employed in posts within Social Services will not normally also be appointed to be foster carers for Berkshire Children or to provide respite care or supported lodgings for adults or children. If you are currently a foster carer or provide respite care or supported lodgings, please indicate this in the supporting statement section of the application form. This will not preclude you from any shortlist but this will indicate the need for a discussion with you prior to appointment if successful.
All new staff are required to undergo a medical clearance, and will be asked to provide documents to confirm entitlement to work in the United Kingdom as required by the Asylum & Immigration Act 1996.

**Equal Opportunities**

We recognise the importance of equal opportunity in employment and have a policy in place to support this. Please see our [Equal Opportunities Policy](#); further information is available on the application form itself. Please note: the shortlisting panel do not see any personal details as these are removed before shortlisting. Decisions are therefore made based on evidence of skills, abilities, knowledge and experience provided on your application form.

**Positive About Disability**

Candidates with a disability who can show that they meet the minimum requirements of the person specification are guaranteed an interview.

**Right of Appeal**

If you feel you have been discriminated against for any of the reasons set out in the [Equal Opportunities Policy](#), please let us have written details of your complaint within 10 working days. This should be addressed to: HR & Payroll Services Manager, Reading Borough Council, Civic Offices, Bridge Street, Reading, RG1 2LU.

**Interview Expenses**

We will reimburse reasonable interview expenses. Normal expenses are based on 2nd class rail fare or actual car mileage. Please request an Interview Expenses Form when you attend an interview.

**Recruitment Process**

Please note: as part of our online service, you will receive updates on the status of your application via email, as well as have the ability to book your own interview time. If you submit your application by hand, you will not have access to the benefits of our online service and will be kept in touch with by post.

Following the closing date, a panel will score each application received on the criteria listed on the person specification. A shortlist of candidates will be selected for interview based on their scores. Candidates will receive an email informing them whether they have progressed to the interview stage or not. Candidates shortlisted for interview will be invited to book an interview timeslot preset by the recruiting manager. You will be required to bring certain documents with you to interview; these will be detailed in your interview confirmation email once you have booked your timeslot. Once you have booked, references will be sought from referees you have given us permission to contact.

If you are selected as a preferred candidate following interview, we must ensure all documentation is collected - including two satisfactory references, relevant ID copies, declaration forms, and a starter form from the recruiting manager. Once these are collected, you will be sent an offer letter and medical clearance form together with documentation relevant to the post.
Feedback

If you would like feedback on your application, please email recruitment@reading.gov.uk and your request will be passed on to the recruiting manager. Alternatively, if you would like to provide us with any feedback, please email this to the same address as above.