

Job Profile

City Centre Engagement (ASB) Officer - Grade G

About the Job:

This City Centre Engagement (ASB) Officer job role will cover Gloucester's City Centre and will focus on investigating and resolving street based ASB and nuisance holistically in the City. The City Centre Engagement Officer (ASB) will also be responsible for co-ordinating Gloucester's partnership 'Street Aware' approach which brings together support and enforcement agencies to work with people who often have complex backgrounds and support needs.

The Council endorses an 'engage, support, enforce' approach and you will be the lead officer for directing partnership resources to address street-based nuisance – primarily focussing on begging and street drinking, but also street based ASB as identified - which is often rooted in substance misuse.

You will be co-ordinating multi-agency responses to complex or high level ASB, progressing cases to court and putting interventions in place with a focus on community resolutions and Restorative Justice where possible, you will provide a comprehensive and effective victim led service that prevents and tackles harm in our communities. You will be visible within the City Centre and to build relationships within the local community including businesses, residents and visitors to the area as well as working closely with our key partners, notably the Police.

You will work as part of Community Wellbeing Team with the Solace Partnership and will report to the Solace Team Leader. Your role will be primarily operational but you will also use learning from casework to play a key part in identifying trends and best practise to inform Gloucester's partnership Street Aware approach. This is an exciting opportunity for an individual who is passionate about Gloucester and Community Safety to contribute towards ensuring Gloucester remains a safe and enjoyable City to live, work and visit.

This is what we need you to do...

Specific duties:

- Assist the Solace Team Leader in co-ordinating and chairing the Safer Communities monthly meetings and attend Stronger Safer Gloucester Partnership to update on Street Aware work.
- Develop your own knowledge within the community and work with partners to identify top perpetrators of ASB (as well as those in need of support) and identify areas seen as hotspots for anti-social behaviour that may benefit from improvements.
- Lead the Street Aware partnership in complex decision making on when enforcement action versus support is needed for each individual, topic or location.
- Work with the relevant communications team to promote Street Aware work and reporting channels into the Council, including important information on homelessness and support available.
- Work with the Council's Community Safety Lead and Solace Team Leader to identify trends, issues, best practise and necessary updates to policy and/or partnership approaches.

Additional baseline duties:

- To effectively manage complex and high level ASB cases, to ensure all performance targets are met in line with policy and guidance, and to ensure all complaints are responded to swiftly and proportionately
- Liaise with legal support as appropriate, to progress cases through the civil and criminal courts including writing statements, compiling evidence files, attending court hearings and occasionally self-represent.
- Comply with all Safeguarding and health and safety procedures.
- Implement prevention/diversionary tactics including Asset Based Community Development and community resolutions where appropriate, to tackle ASB.
- Adopt a professional approach at all times and deal sensitively with people who may be angry, aggressive or upset.

Special Conditions

- The priorities of this post will be set by the City Council and on occasion, Gloucestershire Constabulary's Neighbourhood Policing Team and will follow the established partnership Street Aware approach.
- This role is funded to deliver this specific strand of work but may be required to support Solace colleagues on other cases or projects.
- The post holder will be expected to work outside office hours at times (9am – 5pm) to meet the needs of the service.
- This Council supports flexible working, and you will be able to work remotely or from Council offices provided a regular visible presence in the City Centre is maintained. To be aware of and manage the need for confidentiality, professional boundaries and responsibilities in respect of Data Protection and other relevant legislation in respect of the treatment of confidential and personal information.
- The post holder must declare any potential conflicts of interest relevant to this role if they reach the interview stage.

Monitoring and ongoing development of outcomes

This is a two-year post which has been funded to deliver on partnership priorities; primarily those of the City Council and Gloucestershire Constabulary. Outcome based targets will be developed in conjunction with the post holder during the first month and realistic timescales will be agreed. The post holder will be supervised via monthly one to ones and regular line management support from Gloucester City Council.

The council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- At least 2 years' experience working in anti-social behaviour, community engagement or a closely linked field.
- Working knowledge of and experience of implementing ASB powers and procedures
- Experience of working with and developing productive partner relations
- Experience of preparing cases for court, statement writing and case building
- Experience of supporting victims, engaging with vulnerable and/or complex individuals and using Restorative Justice practices

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Knowledge, Skills and Understanding

- Proven track record of achieving targets and getting positive outcomes.
- Knowledge and understanding of key partner agencies and the roles they play in the community.
- Ability to adopt a holistic view to tackling issues, employ creative problem solving and co-ordinate multiple partner agencies to achieve sustainable results.
- Knowledge and experience of using the asset-based approach to community development (ABCD) in their work.
- Ability to manage and prioritise own workload effectively, and to work well as part of a team.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to identify and respond to political context advising senior officers where required.
- Negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.

Education & Qualifications

Essential

- Professional qualification appropriate to the remit of the role or equivalent in experience.