Role profile

Job Title:	Safer Communities Officer
Department:	Community Safety
Directorate:	Environment & Community Protection

Grade:	9
Post no.:	
Location:	Perceval House

Role reports to:	Community Safety Team Leader
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

Support the Safer Communities Team Leader to plan, coordinate and deliver proactive and reactive initiatives and responses to issues of nuisance, crime and disorder to reassure all our communities and create a safer Ealing.

Key accountabilities

- In consultation with the Team Leader, develop personal objectives that are aligned with the prevailing corporate strategic objectives, strategies and partnerships as applicable to Safer Communities and area focused multi-disciplinary clusters.

- Develop excellent working relations and positively seek opportunities to co-ordinate work with officers from other teams nominated to your 'cluster'.

- Work with and contribute in problem solving the specific issues relevant to the cluster as directed by the Team Leader.

• Establish and maintain close liaison with the other members making up the multi-disciplinary ‘cluster’.

• As appropriate, contribute towards, organise, coordinate and participate in the planning and delivery of all Safer Communities promotional projects and events.

• Where appropriate promote, monitor and report on the progress of key initiatives and participate in problem solving across Safer Communities and the clusters.

• In consultation with the Team Leader and cluster members, contribute to and develop innovative solutions to tackling and preventing nuisance, anti-social behaviour, crime and disorder.

• Lead on and promote, within the area focused ‘cluster’, Council and wider partnership initiatives that seek to impact on nuisance, anti-social behaviour, crime and disorder.

• Handle complaints and assigned tasks promptly to proactively identify all forms of nuisance, anti-social behaviour, crime and disorder.

• Where appropriate consider all legal remedies against perpetrators of the nuisance, anti-social behaviour, crime or disorder and make the necessary recommendations.

• When necessary gather and compile all the evidence in accordance with best practice including witness statements to facilitate options with regards to civil and/or enforcement actions against the perpetrator(s).

• When necessary, submit a case file fully compliant with court procedures for submission to legal department for approval to commence legal action against perpetrator(s).

• When necessary, appear as council witness in court action.

• Identify, establish and maintain close liaison with representatives from partner agencies and/or interest groups relevant to the achievement of Safer Communities overall and the cluster’s specific objectives.

• Maintain and update applicable records and data systems in Safer Communities.

• Ensure that every aspect of service delivery complies with, accepted professional standards, council policies, procedures and applicable legislation (including data protection, human rights, equalities, health and safety).

• Comply with the Data Protection Act 1998 as per the Council's Code of Conduct and specifically to safeguard all personal data held by the Council or collected by the officer.

Key performance indicators

- Increased resident satisfaction, and perception of safety
- Reduction in crime and disorder reports
- Respond to service requests, correspondence and complaints within services standards

Key relationships (internal and external)

- Safer Communities Team Leader and the Directorate Management team
- Work with colleagues across Safer Communities and noise and nuisance response team, together with colleagues from across the Council (including but not exclusively social services, youth offending, housing, street services, parks, and neighbourhood governance) to identify and respond to local need.
- Elected Members
- Police partnership officers, and the wider policing family
- Partnership representatives including fire, immigration, health, DAAT, voluntary sector representatives
- Communities, businesses and their representatives

Authority level

- Make recommendations in relation to legal proceedings for approval
- Contribute with knowledge to the formulation of relevant procedures that support the work of the team
- To represent the Council at stakeholder meetings and to feedback to the service on risks or associated decisions that are required to be taken

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Experience of applying problem solving techniques to complex problems
2. Experience of influencing others to deliver joined up services that benefit local people
3. Ability to think creatively to improve service delivery and outcomes for residents
4. Experience of representing the Council at public meetings including delivering appropriate presentations
5. Ability to work flexibly to deliver a service at the time and in the place that will achieve the best outcome for residents and businesses
6. A good operational knowledge of all aspects of housing, anti social behavior, crime prevention, community safety and regulatory services to ensure a coordinated response to problems, and the management of risk
7. Experience of preparing, initiating and completing case work, including experience of legal process and procedures
8. Experience of working with vulnerable persons, and difficult customers in a professional and positive way
9. Ability to communicate clearly in writing and verbally with members of the public, colleagues and Members
10. Excellent organisational skills and ability to prioritise own workload under pressure to tight deadlines and with conflicting demands.

Essential qualification(s) and experience

1. Demonstrable Continuing Professional Development in relevant aspects of the work of the post-holder

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards