**JOB DESCRIPTION**



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| **JOB TITLE** | Community Safety & Projects Officer |
| **VACANCY REF** |  |
| **BAND** | 5  |
| **TEAM** | Housing and Community |
| **REPORTING TO** | Community Safety Officer |
| **BASED AT** | Fenland Hall, County Road, March |

**PURPOSE OF THE POST**

* To manage the initial stages of Anti-Social Behaviour and Community Concern complaints from members of the community and, where necessary in partnership with other FDC teams and external agencies, facilitate the resolution of the higher risk cases that come in.
* To be responsible for liaising with partner organisations and agencies to develop, coordinate and deliver appropriate community safety initiatives which are directed by the Fenland Community Safety Partnership (CSP) and support the objectives of the Police & Crime Commissioner’s Plan.

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| **1** | **MAIN DUTIES AND RESPONSIBILITIES** |
|  | **Community Safety:**To provide a reactive response on behalf of and alongside partner organisations to address wider community concerns in relation to ASB, environmental and nuisance complaints and crime issues across Fenland.To deliver resolution techniques in accordance with the Council’s enforcement policy (Prevention Intervention and Enforcement), applicable legislation and problem solving in partnership with other agencies where appropriate. Promote activity undertaken to support the delivery of the CSP priorities and the OPCC’s Safe Communities priority and where appropriate provide performance data for action plans and reportsTo support other teams with environmental concerns/offences to include, Abandoned Vehicles, Fly Tipping, Littering and matters of general environmental impact. To undertake enforcement actions as delegated, and to work with other Council enforcement officers in support of Council and CSP priorities.Promote a ‘one team’ multi agency approach to support the partnership response to Fenland concerns. This may include supporting the delivery of training through work force development sessions, involvement in group meetings in order to develop and deliver appropriate initiatives in line with CSP priorities**Supporting Organisations:**To act as an ambassador for the council in addressing requests for service, community enquires and supporting delivery of initiatives across Fenland. |
|  | Support partner organisations to build public and partner confidence through a structured communication strategy that includes actively publicising the successes of projects and partnerships. |
|  | To work with and support the Community Safety Projects Officer to deliver projects aimed at tackling issues affecting Fenland residents within their towns and villages through building resilience and confidence within the community.To work with and support team colleagues to deliver and manage the CSP’s communication strategy and support the delivery of CSP members communication strategies. |
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|  | To work with and support team colleagues to develop, deliver and manage key community safety projects ensuring all projects and activities are measured for success against council and partnership priorities/outcomes for the Fenland community |
|  | To prepare reports, briefings, and presentations in line with core duties. |
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| **2** | **Quality and Equality** |
|  | To promote quality and equality within the Council and in the provision of its services.  |
| **3** | **Customer Care**To provide excellent customer service to all internal and external customers in line with the Council’s commitment to Customer Service Excellence. |
| **4** | **Other Duties**To comply with all the policies and procedures of the Council (e.g., Equal Opportunities, Standing Orders, Financial Regulations, Health and Safety). Copies of these can be found in the Employees Handbook (which will be amended and reissued should there be any changes) and/or from Human Resources.  |
|  | To undertake such other work as may be required from time to time by the Service Director or Head of Service consistent with the duties and grading of the post. |

# PLEASE NOTE:

# Fenland District Council is committed to equal opportunities.

**It is the Council’s aim to ensure that no potential job applicant, employee or service user, will receive less favourable treatment on the grounds of sex, age, disability, ethnic origin, religion, sexual orientation or marital status. The Council will also not impose any conditions or requirements, which disproportionately disadvantage any group, which cannot be justified in terms of the needs of the job or the service provided.**

**Fenland District Council operates a no smoking policy.**

**This job description is not definite or exhaustive but is provided to give the postholder an indication of the range of activities, duties and responsibilities concerned with the employment.**

**Any changes to this job description will only be made following consultation with the post holder.**

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| Prepared By  | Received By  |
|  |  |
| Date | Date |
|  |  |
| **Abbreviations** |
| E | Essential selection criteria | IV | Interview |
| D | Desirable selection criteria | T | Test |
| H/A | How Assessed | C | Certificate |
| AF | Application Form |  |  |

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|  **Person Specification** | **E** | **D** | **H/A** |
| **Experience** |
| Partnership working and problem solving within the public, private & voluntary sectors. | **🗸** |  | AF/IV |
| Experience at making decisions within pressured situations and working within requirements of legislation, guidance and policy. |  | **🗸** | AF/IV |
| Experience in dealing with and securing evidence of anti-social behaviour, nuisance, and conflict |  | **🗸** | AF/IV |
| Experience of coordinating the delivery of community engagement projects including the organisation and running of local events |  | **🗸** | AF/IV |
| Development, delivery and management of projects, resources and finance including monitoring and evaluation. |  | **🗸** | AF/IV |
| Managing performance to ensure desired outcomes are captured and successes celebrated. | **🗸** |  | AF/IV  |
| **2. Skills, Abilities and Attitudes** |
| Excellent organisation and administration skills.  | **🗸** |  | AF/IV  |
| Ability to be assertive and sensitive in carrying out enforcement  |  | **🗸** | AF/IV |
| Ability to accurately report verbally and in writing, and to complete evidential statements relating to enforcement activity and other service matters |  | **🗸** | AF/IV |
| The ability to establish and maintain constructive and open relationships with a wide range of people. | **🗸** |  | IV |
| Ability to recognise opportunities for improvements and to deliver services that are outcome and customer focused. | **🗸** |  | AF/IV |
| Communication both orally and in writing in a fluent and concise manner, good presentation skills. | **🗸** |  | AF/IV/P |
| Competent in a range of information technology applications, including email, word processing, power-point and spreadsheets and confident to share basic digital skills with learners | **🗸** |  | AF/IV |
| Experience of working in a person centred, holistic way, respecting people’s differences and understanding own and others boundaries and when to signpost to other help  | **🗸** |  | IV/AF |

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| **person Specification** | **E** | **D** | **H/A** |
| **Behaviour** |
| Evidence of all level 1 elements of the Council’s core competency framework, i.e.* **Respect and Dignity for all** - is open, honest and courteous
* **Teamwork and Co-operation** - participates as a team member and encourages, enables and supports colleagues
* **Effective Communication** - communicate effectively with others
* **Customer Focus** - responds to customer needs
 | **🗸** |  | AF/IV |
| **Knowledge** |
| Problem Solving Techniques  | **🗸** |  | AF/IV |
| Formal certified training in a subject of relevance e.g. community safety, environmental issues, social, projects, community outreach |  | **🗸** | AP/IV |
| NVQ in Community engagement |  | **🗸** | AF/IV |
| **Education and qualifications** |
| GCSE Maths / English or equivalent | **🗸** |  | AF/C |
| DBS checked |  | **🗸** | AF/C |
| **Other Requirements** |
| Own Transport | **🗸** |  | AF |
| Ability to travel to meetings within and outside of the district | **🗸** |  | AF |
| Flexible approach to working | **🗸** |  | AF/IV |