

# Job title: **Community Safety Specialist**

Line manager: Community Safety Manager

Grade (if applicable): 3

Direct reports: N/A

## Role purpose:

Deliver an efficient, proactive and customer focused community safety service to Peabody customers through the effective management of reported cases to a professional standard and in compliance with policies.

## Key results:

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external.

As a Community Safety Specialist, you will report to the Community Safety Manager and play a crucial role in the delivery of Peabody's customer services ambition.

You will be accountable for holistic service delivery and ensuring we deliver our promises to customers in your area. You will work as part of a regional team to achieve this and hold others to account for the service they provide to your customers.

## Success metrics:

- Manage a full range of community safety casework, ensuring that Peabody's Community Safety Service is delivered within agreed timeframes and with a focus on 'getting it right first time'.
- Collaborate with internal and external partners to ensure that necessary protocols are complied with, keeping accurate and current casework for your own area(s).
- Provide Neighbourhood Managers with advice and support on individual low level community safety issues including tactics and appropriate tools, risk assessment, powers and resources to remedy cases and to prevent further occurrences with a focus on prevention, intervention and enforcement when necessary.
- Manage a caseload of medium and high risk ASB cases, including taking legal action, preparing court documents and representing Peabody at court and at external meetings using appropriate legal and non-legal interventions.
- Manage and handle reports of anti-social behaviour in accordance with Peabody policies and procedures, to ensure all instances are accurately recorded and risk assessed.
- Collaborate with key external partners by developing effective relationships (including police and local authorities) to resolve local community safety issues and represent Peabody at external stakeholder meetings including case conferences and panel meetings, liaising with residents as appropriate.
- Collaborate with Peabody's internal and external Legal teams on complex legal cases; using partner agencies to share evidence and information and to prepare witness statements in relation to cases requiring legal action, attending court hearings on behalf of Peabody.
- Collaborate with colleagues in Customer Services and Communities Team to identify support needs and access relevant support agencies for both victims and perpetrators of anti-social behaviour - making referrals to mediation and other support services as appropriate to develop preventative and intervention actions.
- Develop and maintain expert knowledge of ASB prevention, intervention and enforcement, including case law, good practice, current legislation and national initiatives on anti-social behaviour.
- Maintain the database for reporting community safety cases, monitor own performance and produce reports and statistics as required.

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- Contribute towards the high performance of your team by meeting and exceeding own KPIs and performance targets.

## About you:

### You will be:

- Totally committed to delivering excellent customer experience – you will embody and champion our values whilst fulfilling our service promises every day in the way you deal with customers and colleagues.
- Able to work collaboratively with all parts of the business, knowing when to support, and when to push back and hold the line.
- Able to demonstrate a strong commitment to the principles of equality, diversity and inclusion.
- Flexible and cooperative team player, with an understanding of the wider impact of your work on other departments and teams and adopting a 'one-team' approach to service delivery.
- Highly organised, with the ability to self-manage a diverse and varied caseload, prioritising work effectively in order to produce high quality work to deadlines.
- IT literate and able to 'self-service' without administrative support.

### You will have:

- Excellent communication (written and verbal) and interpersonal skills to suit a variety of audiences as well as the ability to influence, negotiate and persuade.
- The ability to carry out systematic investigations, including interviews, use surveillance tools and present cases in court.
- Experience of pro-active, innovative and solutions focused approach to resolving community safety issues with a demonstrable ability to problem solve, deliver first time fixes and ensure customer and neighbourhood needs are met promptly, effectively and cost efficiently.
- Understanding of relevant legislation for dealing with community safety issues and how the law can be applied in different scenarios, ASB best practice - both legal and non-legal remedies and interventions, and support services for community safety issues.
- Understanding of current ASB legislation, regulatory knowledge and a mediation qualification would be desirable.

**This role requires a Basic DBS (Disclosure & Barring Service) check.**

**Desirable skills and experience**

- Ability to work on own initiative with minimal supervision
- Ability to manage a demanding workload and at times conflicting priorities as well as tracking progress on a wide range of tasks
- Excellent interpersonal skills and to liaise effectively at all levels.
- Excellent attention to detail, flexible and adaptable
- Confident, assertive whilst maintaining confidentiality and discretion.
- Methodical and pragmatic approach to working.

**Role specific:**

- To assist the Chair and Vice- Chair of the Board and the members of the Board and Committees in relation to preparation of information required.
- Processing any expense claims or credit card expenditure on behalf of any member of the Board or the Committees
- Event management and hospitality - booking conferences, organizing away days for the department, hospitality and Committee tours - organising catering, entertainment, literature, travel and accommodation when necessary.
- To provide personal assistance and support to the Governance team as required, including during holiday or absence cover of the Executive Support Manager to the General Counsel and Director of Governance and Compliance

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