

Job Profile

Job title: Community Safety Advisor

Reporting to: Community Safety Manager

Accountable for: N/A

Purpose:

To provide an effective support function to the Community Safety Team in delivering effective Anti-social behaviour services

Key Responsibilities & Accountabilities

- Contribute to the provision of intelligence based Community Safety service by providing comprehensive advice and assistance to all tenants and service users in line with ForHousing's policies, procedures and guidance.
- Support the Community Safety Team in providing quality, customer focussed housing and neighbourhood services effectively, consistently, pro-actively and cost effectively.
- Provide administrative support to all members of the Community Safety team as required
- Provide a triage service for all new reports of Anti-social behaviour, risk assessing each report and identifying any safeguarding concerns
- Raise purchase orders for the Community Safety Service regarding external payments and ensure invoices are processed
- Where appropriate undertake initial investigations into Anti-social behaviour cases.
- Keep full, accurate and timely records, including the updating of computer system records.
- Take a full and active role in the implementation of your own personal development and to participate in the training and development of colleagues.

General Responsibilities

- This job description is current at the date shown, but in consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. It is expected the post-holder will when required undertake other duties commensurate with the post and salary grading if required.
- ForHousing has defined standards of performance to meet external and internal customer requirements. All staff are expected as part of their day to day job role to meet and where possible exceed customer expectations of service and seek value for money in all aspects of their work
- ForHousing each year sets out its corporate and service plans that detail projects and initiatives to achieve its objectives. All employees will contribute to these plans by their particular skills and attitudes. Employees are also encouraged to seek out new ways of improving services and working practices which can be implemented as part of our service operations.
- Diversity, Respect and Equal Opportunities and inclusion are key aspects of our shared Group Values. The organisation expects employees to work within the Equality, Diversity & Inclusion and People Management Policies and ensure that these are complied with throughout all activities within the scope of this role to ensure the highest standards of customer care. All job holders need to work in a way that reflects our values.
- Duties may involve having access to information of a confidential nature that may be covered by the Data Protection Act, be commercially sensitive or relate to client information. In such circumstances confidentiality must be maintained at all times in accordance with the organisation's policies. If you are unclear at any time, refer the matter to your manager.
- The Health, safety and welfare of anyone working with ForHousing and those we work with are of vital importance to the organisation. Our Board approved a Health and Safety Policy and Statement and the structure of regular meetings will ensure the right resources and training are provided, that people understand their responsibilities for services and each other, and that high standards of health and safety are delivered, monitored and regularly reviewed.
- Undertake all reasonable personal development activity designed to support you in your role.

Under the Equality Act 2010 where the post holder is disabled, every reasonable effort will be made to supply necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

I acknowledge that I have a received a copy of this job description and accept that the responsibilities attached to the post are as indicated

Signature:.....

Date:.....

Person Specification

Assessment Key: I = Interview T = Test/Assessment AF = Application Form QC = Qualification Certificate

Area	Requirement (All criteria are 'Essential' unless defined as 'Desirable')	Assessed by:
Qualifications or training	<ul style="list-style-type: none"> Evidence of education to at least GCSE level or equivalent in maths and English. Good written and verbal communications and numeracy skills. Evidence of a desire for continuous development (Desirable) 	QC QC AF
Experience and knowledge	<ul style="list-style-type: none"> Experience of working within a customer focussed environment Strong evidence of customer focus. Ability to establish effective and productive relationships Demonstrate strong IT skills Experience of working in a busy office environment. Experience of working to objectives Experience of working both alone and within a team. Experience of working in an antisocial behaviour or legal environment (Desirable) Demonstrate a basic understanding of current social housing issues 	AF/I AF/I AF/I AF/T AF/I AF/I AF/I AF AF/I I
Skills and abilities	<ul style="list-style-type: none"> Ability to prioritise and organise Ability to show initiative and problem solving skills 	AF/I AF/I

Area	Requirement (All criteria are 'Essential' unless defined as 'Desirable')	Assessed by:
	<ul style="list-style-type: none"> • An understanding of equal opportunities issues • Able to work cooperatively as part of a team 	AF/I/T I
Personal qualities	<ul style="list-style-type: none"> • Display self motivation, drive and enthusiasm. • Display ability to deliver quality outcome across a range of tasks. 	AF/I AF/I/T