



ROLE PROFILE

JOB TITLE: Community Safety Officer

REPORTING TO: Regional Neighbourhood Manager

TEAM: Neighbourhoods

JOB OVERVIEW

To deliver effective community safety services across ForHousing neighbourhoods and to contribute to continuous improvement and development of those services.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Providing high quality, tenant focussed community safety services effectively, consistently, pro-actively, and cost effectively, including:
 - Dealing with all tenancy management issues including tackling anti-social behaviour.





- Taking responsibility for resolving all breaches of tenancy that arise.
 - Assisting with community initiatives and delivering such initiatives as required.
 - Developing local communication and providing information to tenants, stakeholders, and our partners.
- Contributing to the development, implementation, and delivery of strategic plans and neighbourhood promises.
 - Developing and strengthening local partnerships, and fostering positive relationships with key local contacts, including neighbourhood management structures.
 - Ensuring services are positively focussed on tenants, communities, and neighbourhoods.
 - Occasionally attending meetings with tenant groups as required.
 - Working with partners and other stakeholders to develop an understanding and awareness of the community to deliver tenant-focussed solutions to tenancy management issues.
 - Supporting and assisting Community Safety Coordinators and Legal Officers by taking statements and preparing evidence to support appropriate interventions.
 - Participating in occasional out of hours work as required.
 - Providing tenants with general advice, assistance, and support in line with ForHousing's policies, procedures, and guidance.
 - Consistently meeting and exceeding performance targets and to keep full, accurate, and timely records.
 - Working effectively with other departments within ForHousing to ensure services are delivered seamlessly.
 - Undertaking a wide range of duties associated with tackling tenancy breaches effectively, in line with policy and procedure, and in line with wider community safety and crime reduction priorities.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything





- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time, you may need to undertake other tasks commensurate with your role.

Person Specification:

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

| AREA | REQUIREMENT (All criteria are essential unless defined as desirable) | ASSESSED BY: |
|---|--|---|
| Qualifications and Training | <ul style="list-style-type: none"> • Good level of education (e.g. to GCSE standard in Maths and English) • Working towards recognised housing qualification (Desirable) • Knowledge of relevant housing legislation (Desirable) • Membership of CIH (Desirable) | AF/I AF/I AF/I AF |
| Experience, knowledge, skills and qualities | <ul style="list-style-type: none"> • Experience of working within a tenant focussed environment • Strong evidence of focussing on the needs of tenants. • Demonstrate a basic understanding of current social housing issues • Demonstrate strong ICT skills • Experience of working in a performance culture. • Experience of working to key organisational objectives • Experience of working both alone and within a team. • An understanding of the law and policy as it relates to anti-social behaviour • Experience of working in social housing or a similar field which includes the enforcement of tenancy conditions and / or tackling anti-social behaviour • Experience of writing and presenting reports (Desirable) • Demonstrate strong negotiating and influencing skills (Desirable) • ECDL (Desirable) • Ability to establish effective and productive relationships (Desirable) | AF/I AF/I AF/I AF/T AF/I AF/I/T I AF/I AF/I AF AF/I AF/I AF/I |
| Skills and abilities | <ul style="list-style-type: none"> • Ability to prioritise and organise • Ability to show initiative and problem solving skills • An understanding of equal opportunities issues in relation to housing • Able to work cooperatively as part of a team | AF/I AF/I AF/I/T I |



MAKE A DIFFERENCE



| | | |
|--------------------|--|----------------|
| 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.• Adopts a flexible approach to the requirements of the job | AF/I AF/ /T |
| Other | <ul style="list-style-type: none">• Able to travel between Company locations to meet role requirements | AF/I AF/QC |

