



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Housing Enforcement Officer	Role Profile Number: DR3302
Grade: N	Date Prepared: September 2020
Directorate/Group: Housing and Communities	Reporting to: Tenancy Support Manager
Structure Chart attached:	No

Job Purpose

The role of the Housing Enforcement Officer (HEF) is to take the lead on all high level housing related cases and be responsible for the delivery of a responsive and proactive service to customers. You will lead on hate crime, neighbour nuisance and anti-social behaviour (ASB) and any other enforcement action at the disposal of Swindon Borough Council across Tenancy services.

Key Accountabilities

1. To provide a victim centred approach, ensuring timely action is taken on serious and high priority cases that involves raised risk and vulnerability and ensure interventions and prevention techniques are appropriately applied to secure a positive outcome.
2. Prepare statements that comprehensively, yet accurately and succinctly, reflect what victims and/or witnesses say and liaise with them for checking and signing of the statement.
3. To own and be responsible for the resolution of high level ASB and nuisance problems reported to the Council both directly by individuals themselves but also through referrals from third parties such as the Police.
4. To undertake appropriate workforce development, providing expert advice/guidance to other team members in the form of briefings and training sessions as well as individual coaching sessions
5. To maintain an up to date knowledge base on both legislation and case law with reference to ASB, and nuisance and corresponding tools for enforcement, such as Anti-Social Behaviour, Crime and Policing Act 2014 / ASB Act 2018 and provide relevant briefings to colleagues, senior staff and residents forums.
6. To contribute effectively to service improvement by ensuring managers and colleagues are implementing ASB policy and guidance notes and working within the remit of legislation.
7. To work in collaboration with key partner agencies, in order to safeguard residents, take effective enforcement and utilise all tools available when addressing cases of ASB.
8. To ensure safeguarding issues are addressed as part of a multi-agency approach, work together to remove residents from immediate risk and inform a long-term action plan in order to provide a permanent solution for all residents affected.
9. To provide solutions to individuals and communities experiencing ASB and nuisance and contribute towards the Council's objectives of sustaining a reduction in crime and ASB.

10. Champion and lead on ensuring reporting systems are utilised and that all reported cases have an individual case file and comprehensive records are kept and updated.
11. Take part in ASB events and PR/Media coverage as required and promotes the Council through attendance at local ASB events.
12. To build relationships within the target communities to try to tackle the individual problems within the area, including attendance at community meetings as required.
13. Manages expressions of dissatisfaction and complaints effectively by seeking to resolve at first point of contact and identifying resulting lessons learnt and required service improvements. This may include responding to complaints arising from the use of the Community Trigger.
14. To liaise with other Council service areas and external agencies, and partners in order to develop a suitable joint working response to cases including organising case conferences and attending multi agency meetings including, ASBRAC, Complex Case Conference, Joint Access Teams and Operational Tasking Groups, Child Protection Conferences and TAC meetings as required.
15. Collaborate and work closely with partners to maximise resources and deliver shared outcomes.
16. Respond to enquiries and requests from Councillors and MP's keeping parties updated of action taken.
17. Ensure all cases referred for legal action are evidentially sound for use in court and reflect current case law to ensure value for money of legal costs.

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's appraisal scheme, and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
- You must ensure you undertake responsibilities relating to your position as detailed within your service area Health and Safety Policy.
- Undertaking any other duties that can be accommodated within the grading level of the post.

Qualifications

- A professional housing related qualification e.g. HNC / Level 4 (or working towards an equivalent one) and/or Corporate Membership of the Chartered Institute of Housing or equivalent
- GCSE English and Maths grade C or above (grades 4-9 or equivalent)
- Ability to visit residents and locations throughout the Borough of Swindon

Knowledge & Experience

- Demonstrable experience of managing and resolving complex anti-social behaviour within a local authority or similar environment
- Demonstrable experience and understanding of the causes, effects and consequences of anti-social behaviour
- Excellent working knowledge of housing and tenancy law, anti-social behaviour related legislation and best practice
- Experience of evidence gathering, drafting statements, preparing papers and court attendance, and/or taking cases to court as part of enforcing tenancy or other breaches
- Experience of witness support
- Experience of working in local Government or the Police or similar agency
- Excellent all round communication skills
- Understanding of safeguarding issues
- Experience of working with a range of partners, including communities, to develop new and different ways of working.

Decision Making

- Assessing referrals / cases and deciding best course of action
- Making informed decisions based on data and evidence
- Seeking support from partner agencies in specific cases
- Taking action in respect of tenancy agreement enforcement
- Recommend enforcement/legal action as appropriate

Creativity and Innovation

- Expected to be able to consider complex issues relating to the service and contribute to discussion/resolution
- Recognise the need for sometimes seeking alternative solutions to problems
- Identify possible changes/improvements to working practices

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- Role involves lone working, visiting tenants and properties. Some tenants are potentially aggressive and abusive.
- Required to work from any base and at any site as directed by the Tenancy Support Manager.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	