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| <b>Job Title:</b><br>Community Safety Apprentice        | <b>Role Profile Number:</b>                               |
| <b>Grade: Apprentice</b>                                | <b>Date Prepared:</b> October 2023                        |
| <b>Directorate/Group:</b><br>Adults, Health and Housing | <b>Reporting to:</b> Community Safety Development Manager |
| <b>Structure Chart attached:</b>                        | No  |

**Job Purpose**

To carry out various duties in relation to Community Safety and Anti-Social Behaviour within the communities of Swindon Borough Council. Provide general support to the ASB team within the council Community Safety Team to assist them in:

- Dealing with reports of anti-social behaviour and community safety related issues
- Providing advice and assistance to the residents of Swindon
- Provide residents of Swindon with the required service

**Key Accountabilities**

- To assist with the delivery of anti-social behaviour projects and functions
- Receive and triage reports of anti-social behaviour; prioritising such cases and assessing risk.
- Provide general telephone advice to customers and staff from other areas
- To take telephone messages, record information accurately and deal with calls as appropriate
- To assist with the day to day running of the ASB Team
- Maintain various Housing ICT systems including inputting data
- Assist and advise residents on a range of topics including legislation and policy.
- Liaise with other teams at Swindon Borough Council, including other areas of Housing, Customer Services, Social Services
- Work with partners to develop effective solutions to community safety and anti-social behaviour issues.
- Maintain Health & Safety in own area
- Contribute to team meetings
- Assist in the collation of reports on a weekly/monthly basis
- To undertake the relevant academic and vocational qualifications

### **Supplementary Accountabilities**

- Undertake any other duties that can be accommodated within the grading of this post

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Good level of Literacy –GCSE’s in English Language and Maths at grade C or above, or equivalent
- Good experience of using Microsoft Packages, including Word, Excel, Powerpoint, and Outlook
- Excellent communication skills; written, telephone and face to face
- Excellent interpersonal skills
- Excellent time keeping and organisational skills
- Ability to work as part of a team
- Ability to be flexible and adaptable
- Able to deal with all levels with tact and diplomacy
- Ability to work on own initiative
- A confident approach to dealing with residents and colleagues

### **Qualifications**

- Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship’s English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

### **Decision Making**

- Ability to make basic decisions in line with policy
- Ability to prioritise own workload to ensure all tasks are completed within the given time frames

### **Creativity and Innovation**

- Have the ability to identify and make suggestions on how any improvement in the way the department operates
- Some creativity and innovation in the day to day running of the team, identifying new methods of work

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| <p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>• N/A</li> <li>•</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• N/A</li> <li>•</li> <li>•</li> </ul> | <p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p> | <p>No</p> <p>.</p> <p>N/A</p> |
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**Contacts and Relationships**

*(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Daily contacts with residents, line manager/mentor and other members of the wide team

**Job Specific Competencies:**

- Good communication skills – both written and verbal
- Good interpersonal skills
- Be willing to work as part of a wider team to ensure the success of the whole department
- Be flexible in approach to work
- Discreet and professional in approach to customers, peers and others
- Professional approach and presentable in appearance

**Other Key Features of the role**

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- In this role, the employee needs to be risk aware at all times and understand vulnerability.