

Anti-Social Behaviour Officer

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Company: The Hyde Group

Location: Chichester

Category: other-general

Hyde is looking to recruit an Anti-Social Behaviour Officer to deliver an effective, proactive and customer-focused Anti Social Behaviour (ASB) service to tenants and leaseholders.

Hyde is one of the UK's largest housing providers, working across London and the South East. With a turnover of £450m and 50,000 homes under management, the Anti-Social Behaviour (ASB) Officer will manage cases to a professional standard and in compliance with The Hyde Group policies.

Duties & Responsibilities:

- * Risk-assess victims of ASB and implement appropriate case management plans, making referrals where necessary.
- * Make effective use of the specialist equipment that is available to assist with investigations and gather evidence.
- * Work proactively to keep customers and other stakeholders informed about the progress of cases, providing timely and accurate responses to all enquiries.
- * Take proportionate and necessary action when justified, in the use of all legal and non-legal remedies, considering the support needs and vulnerability of all parties.

* Prepare cases for court action and represent Hyde I at court and eviction, liaising with our Legal Services team and solicitors where appropriate.

Key skills and experience:

* Up to date working knowledge and awareness of ASB case investigations/housing legislation.

* Ability to work independently and carry out home/site visits with minimal risk, often lone working in a variety of settings, including high rise blocks and large, urban estates.

* Previous ASB experience is essential/Housing Officer experience touching on ASB.

* Knowledge/experience of multi-agency working.

* Problem solving - promptly resolves day-to-day or routine problems within their work area using defined processes.

Benefits

* A fantastic pension

* Life assurance

* Great holidays

* An award-winning flexible benefits package.

* Volunteering days

Diversity and inclusion are integral to the Hyde Group as a social business, and critical in delivering our vision of a great home for everyone. We strive to build and nurture a culture

where inclusivity is the norm and not an initiative. Many of the greatest ideas and discoveries come from a diverse mix of minds, backgrounds and experiences, and we're committed to cultivating an inclusive workplace which reflects our customer profile and where everyone is proud to be unique.

Hyde is a disability confident employer and we are here to support you with any reasonable adjustments that you need throughout the recruitment process.

We reserve the right to close this advert as soon as a suitable candidate has been identified.

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