

## ASB Officer

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Company: Service Care Solutions

Location: Sittingbourne

Category: other-general

### Job Description

#### ASB Officer

**Sittingbourne, Kent**

**Temporary**

**Full Time - Hybrid/Remote**

We are searching for a prospective Anti-Social Behaviour Officer to join a team based in Sittingbourne on a full time, temporary basis with an initial contract of 3 months. The ASB Officer will provide a high quality, proactive, responsive, and prompt ASB management service to residents to effectively tackle all forms of hate crime, neighbour nuisance and anti-social behaviour using a broad range of interventions, including the legal framework. This role offers remote working with 1-2 days a week in office or conducting visits where necessary.

#### Requirements

The ideal candidate will have the following skills and experience:

Previous experience in a role involving ASB Management, with high level cases of ASB

Knowledge of housing, civil, and criminal law, including the Anti-social Behaviour, Crime, and Policing Act 2014

Ability to take responsibility for own safety and create a safe working environment

Empathetic and respectful towards residents/customers, value diversity

Able to understand and gather relevant information to process legal action and ensure a

successful conclusion.

Experience of presenting cases at Court to support the ASB process.

Experience of achieving positive results in dealing with ASB and tenancy services.

Experience working with CRM and/or React are desirable

### Role Expectations

Effectively manage and deal with a delegated case load of anti-social behaviour, hate crime and domestic violence cases

The role involves investigating complaints, maintaining appropriate records, and overall providing excellent customer service in all areas

Provide proactive support to the Neighbourhood Housing team to identify and investigate instances of anti-social behaviour, promptly assessing whether preventative intervention or legal action is required

Actively participate with external agencies to identify where preventative intervention is required, ensuring a prompt and joined up approach in tackling anti-social behaviour and tenancy enforcement

Where legal action is required, progress cases in accordance with legislation. This includes making decisions on the appropriate level of action to be taken, such as possession proceedings and injunctions, gathering evidence, preparing cases for Court, obtaining witness statements, attending Court and supporting witnesses

Take and draft witness statements in preparation for legal action, arranging support and protection (if required) for witnesses

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