**Job Description: Community Safety Officer – ASB Team**

**Responsible To: Anti-Social Behaviour Team Leader**

**Responsible For: N/A**

**Location: Dublin**

**Contract: Full Time Permanent**

**Job Summary:**

As Community Safety (ASB) Officer you will work closely with customers, the RTB Team and relevant agencies including the Guarda to ensure that outcome focused, efficient and effective ASB services are delivered to reduce the impact of ASB across Tuath managed communities.

The postholder will ensure that we respond to customer ASB reports effectively, complete thorough investigations with appropriate actions taken to ensure that we’re compliant with our policy, procedures and statutory requirements.

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described below and annual KPIs dependent upon the requirements of the organisation.

**KEY RESPONSIBILITIES (Functional):**

1. Operationally deliver an exceptional ASB Service in line with regulatory and legal requirements.
2. Work in conjunction with other ASB Officers in handling a full range of ASB cases.
3. Monitor your own performance and contribution towards achieving set KPIs and customer service standards.
4. Build and maintain partnerships with internal teams and external stakeholders, including local authorities, Guarda, and community organisations.
5. Make effective use of specialist equipment as necessary in conjunction with ICT such as mobile CCTV and noise monitors.
6. Represent the ASB service in relevant hearings and stakeholder meetings, ensuring all legal and procedural requirements are met.
7. Work with the RTB Team Leader and RTB Officers for administration of tasks associated to the Residential Tenancies Board.
8. Ensure that effective ASB services are provided in line with Tuath Tenancy Agreements and statutory requirements.
9. Ensuring that matters of safeguarding are reported to the relevant Housing Services Manager.
10. Ensure the Customer Voice is at the heart of ASB service delivery, using complaints and satisfaction survey results to drive continuous improvement and ensuring all customers are treated fairly, with respect and in recognition of their individual requirements and any protected characteristics, and that all customer complaints and enquiries are dealt with promptly and to a high standard
11. Correctly ASB policies and procedures to ensure that operational activities are legally and policy compliant meeting the needs of our customers.
12. Work in partnership with internal teams to ensure that the ASB services we provide are implemented on time and within budget, and that we continually strive to meet customer aspirations.

**KEY RESPONSIBIITIES (Organisational):**

1. Provide input into the Operational plans.
2. Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
3. Provide statistical data, information, and testimonials for annual report.
4. In all aspects of the company’s work, promote effective communications, excellence in customer service, and a focus on continuous improvement.
5. Be pro-active in the development and maintaining of strong networks and relationships with colleagues and in other organisations and agencies, to ensure excellence in service delivery.

**Health and Safety Responsibility**

1. To conduct all activities in a manner which is safe to yourself and others. To be aware and to act in accordance with the Association’s Health and Safety Policy.
2. Ensure all appropriate health and safety risk assessments are in place and making sure colleagues  
   are aware of and adhere to any specific instructions and use personal protective equipment where  
   required.  
   Ensure that team members are aware of any risks associated with their role, adhere to any specific  
   instructions, and use personal protective equipment where required.

**This job description is not definitive or restrictive and will be subject to periodic review.**

**Anti-Social Behaviour Officer**

**Person Specification**

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|  | **Attributes** | **Criteria** | **Rank** |
| 1 | Education and  Training  Attainments | CIH level 2 qualification and/or 2 years experience in housing or ASB services work. | Essential |
| 2 | Relevant  Experience | Experience of working in teams at an operational level within a Housing Association, Approved Housing Body or Local Government setting.  Experience of working with the public in a customer-oriented environment such as housing management or ASB.  Experience of ASB Work. | Desirable  Essential  Essential |
| 3 | Knowledge  and Skills | Ability to translate complex data simply using clear and articulate communication skills, both written and verbal.  Strong communication skills with ability to tailor approach to different stakeholders.  Ability to work as part of a diverse team and experience of supervising and/or coaching others  Computer literate and experienced in the use of Microsoft products.  Good organisational and time-management skills.  Knowledge and understanding of the requirements of Regulator of Social and wider legal / regulatory framework for housing  Good problem solving, communication and negotiation skills. | Desirable  Desirable      Desirable    Essential      Essential  Desirable  Essential |
| 4 | Special  Aptitudes | Ability to be self-motivated and work on own initiative and be part of a team | Essential |
| 5 | Additional Factors | Willingness to work outside normal office hours on occasions.    Full, clean driving licence and daily use of car. Where prevented from this due to a disability the candidate must be able to demonstrate how they will meet the mobility requirements of the post | Essential    Essential |

**Tuath reserves the right to enhance these criteria, in line with the employee specification, to facilitate short-listing.**