

SAFER COMMUNITIES Investigation Officer			
Reference No.	A3993	Type	Generic
Service	Housing & Safer Communities		
Job Family	Para Professional 5	Grade	FC7

Purpose
<p>To provide a single point of contact for antisocial behaviour within a designated committee area(s) through oversight of all antisocial behaviour and neighbour dispute activities within that area.</p> <p>Be a part of multi-agency responses to cases of serious antisocial behaviour.</p> <p>To manage and coordinate investigations into serious cases of antisocial behaviour and take appropriate action through advice, issuing of warnings and / or taking legal action through the courts.</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Point of contact within committee area for all antisocial behaviour issues.	<p>Considerable experience of working in a community safety environment</p> <p>Communication skills</p>	<p>✓</p> <p>✓</p>	
Overseeing all antisocial behaviour cases in conjunction with Safer Communities Officers and ensuring local managers and elected members are briefed on priority and emerging issues within their area.	<p>Educated to SCQF level 8 which includes HND or SVQ level 4 or equivalent in a relevant discipline e.g. in housing</p> <p>Knowledge of Council services</p>	<p>✓</p> <p>✓</p>	

## Role Profile

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Supporting agreed priorities with local communities and attend Tenant's and Residents/Enhanced Community Engagement/Community Council meetings as required.	Knowledge of Community Planning Partners  Experience of working with and leading partnership groups (Focus on customers - See 'How We Work Matters' Framework)	✓  ✓	
Chairing multi-agency meetings with a view to resolving serious/complex cases of antisocial behaviour	Knowledge of tasking and co-ordinating methodology  Partnership working skills (Work together)  Knowledge of information sharing legislation	✓  ✓  ✓	
Identifying the need for problem solving groups to tackle problems/issues and tasking local partners to undertake necessary work to identify solutions. Arranging and chairing problem solving groups where required.	Comprehensive understanding of local government and partnership working  Experience of solving complex problems  Experience of chairing multi agency meetings  Experience of participation in effective multi agency working	✓  ✓  ✓  ✓	

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	Confident user of IT applications, showing ability to use packages effectively (Embrace technology and information)	✓	
Investigating high tariff cases of antisocial behaviour within domestic properties of all tenures including cases of hate crime and violence.	Persuasive skills with ability to remain tactful, firm and fair in potentially confrontational situations (Deliver results)  Experience in dealing with the public (Take ownership)  Conflict avoidance/resolution skills	✓  ✓  ✓	
Collaborating with internal and external partners to ensure all information is available and thereafter determine appropriate course of action. This may include issuing formal warnings, taking legal action for ASBO's, initiating eviction action and converting tenancies to non secure options.			
Interrogating Police computer systems, crime file and court recording systems. Compiling and submit Police Disclosure Forms.			
Attending and giving evidence in Court in required.			
Interpreting policy and legislation for casework and find solutions to complex cases.			

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Liaising with Private Landlords/Letting agents regarding problem tenants. Providing advice and support as required, issuing warnings to landlords who don't deal with problem tenants, and pursue legal action if problems not resolved.				
Supporting Police with evidence gathering for Closure Orders.				
Investigating cases where tenants have been convicted of drugs misuse, and applying relevant sanctions, up to and including eviction, if required.				
Chairing Multi Agency meetings to ensure all partners are aware of the circumstances and agreeing solutions relevant to the case.				
Attending child protection and adult protection case conferences, with a view to finding a satisfactory resolution to problems in the areas which are suitable for the needs of the individual and the community.				
Contributing to daily and weekly tasking meetings, through co-ordinating services both internal and external to the Local Authority to ensure staff resources are deployed proportionately based on evidenced need.	Knowledge of tasking and co-ordinating methodology	✓		
Operating and maintaining technically complex covert surveillance and noise equipment, ensuring that it remains fit for purpose and is utilised in line with legislative and policy guidelines. Ensuring compliance with the Regulation of Investigatory Powers Act.	Ability to make decisions under pressure	✓		
	Knowledge of surveillance equipment and techniques	✓		
Delivering presentations to groups, attending community group meetings and events, as required.				

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Delivering training on related issues to other services, partner agencies, and external agencies.			
Keeping up to date with National issues and legislation, and maintaining an informed knowledge of good practice within the Community Safety and ASB fields.	Knowledge of relevant legislation, and good practice	✓	
Ensuring compliance with and keep abreast of relevant legislation, regulations and codes of practice such as: <ul style="list-style-type: none"> <li>• Antisocial Behaviour (Scotland) etc. Act 2004</li> <li>• Housing Scotland Act (2001)</li> <li>• Crime &amp; Disorder Act 1998</li> <li>• Criminal Justice (Scotland) Act 2003</li> <li>• Data Protection Act 1998</li> <li>• Freedom of Information Act (2000)</li> <li>• Human Rights Act 1998</li> <li>• Regulation of Investigatory Powers (Scotland) Act 2000</li> <li>• Protection from Harassment Act 1997</li> <li>• Misuse of Drugs Act 1971</li> <li>• Equalities Act 2010</li> </ul>			
Providing support and assistance to members of the public across the full range of safer communities functions.	Ability to travel around Fife	✓	
Completing adult and child Cause for Concerns as necessary. Ensuring feedback received from relevant agencies.			
Responding to enquiries from e.g. public, elected member.			

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Assisting in the development of practices and procedures to deal with legislative requirements.			
Maintaining detailed records and providing written reports and statistical information to Line Manager on responses to reports of alleged illegal activity and the action taken.			
Maintaining accurate record keeping and work to specific deadlines/timescales.	Positive work ethic and attitude	✓	
Dealing with FOI enquiries and Subject Access Requests, ensuring relevant information is disclosed.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:				
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

<b>Additional Information</b> – the following information is available:
<ul style="list-style-type: none"> <li>• Skills Framework (if applicable)</li> <li>• <b>How</b> we work matters</li> </ul>

<b>Expected Behaviours</b> – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> <li>• Take Ownership</li> <li>• Focus on Customers</li> <li>• Work Together</li> <li>• Embrace Technology &amp; Information</li> <li>• Deliver Results</li> </ul>