

SAFER COMMUNITIES ASSISTANT

Reference No.	G117.01	Type	Generic
Service	Communities and Neighbourhoods		
Job Family	Admin and Clerical 4	Grade	FC4

Purpose

To act as a focal point for communication to the Safer Communities Team, delivering a responsive front-line service to members of the public and council staff and partners on behalf of Services within the Directorate, providing information, advice and support in relation to complaints and concerns about noise, and other community safety concerns. To provide a customer-orientated approach with the emphasis on excellent customer care and a service which is responsive to the needs of our customers. To input data into a variety of computer systems, and provide statistical and other reports.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Contributing to the effective delivery of operational Community Safety Services through promoting Community Safety and ensuring compliance with and keep abreast of relevant legislation, regulations and codes of practice such as:

- Anti Social Behaviour etc, (Scotland) Act 2004
- The Environmental Protection Act 1990 (Section 87)
- The Dog Fouling (Scotland) Act 2003
- Data Protection Act 1998

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Educated to SCQF level 7 which includes HNC or Advanced Highers or equivalent in an appropriate discipline, e.g. Business Studies

Experience of working with partnership groups (Deliver results - See 'How We Work Matter' Framework)

E **D**

✓

✓

Role Profile

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
<ul style="list-style-type: none"> • Freedom of Information Act 2000 • Human Rights Act 1998 • Equalities Act 2010 	Knowledge of relevant legislation, codes of practice, and National trends/good practice Ability to provide a regular and effective service	✓ ✓	
Working as part of the Safer Communities Team, providing support as and when required to achieve the overall aims of the Service.	Team working skills (Work together) Experience of working in an operational team	✓ ✓	
Acting as the point of contact for members of the public, team members, and partners, by telephone, e-mail, and other means. Providing advice and information to customers on services provided by the Services and other agencies.	Communication skills Telephone handling skills	✓ ✓	
Responding to queries from members of the public and where appropriate taking ownership (or assisting colleagues) to deal with all them – whether routine or complex.	Customer service skills (Focus on customers) Customer Care Qualification Problem solving skills (Take ownership)	✓ ✓	✓
Assisting with the processing of all correspondence as required. Preparing and creating various documents including letters, memos, reports, agendas and ensuring all documents produced are stored electronically and referenced in accordance with the agreed Fife File Plan.	Confident user of IT applications, including MS Office and MS Access, showing ability to use packages effectively (Embrace technology and information)	✓	
Assisting with the development of practices and procedures to enhance record keeping, statistical information, and IT systems, and implementing the changes as required by Line Manager.	Positive work ethic and attitude Ability to embrace, accept and implement change	✓ ✓	

Role Profile

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Monitoring progress of ongoing cases, ensuring that agreed processes are adhered to, and the information is appropriately recorded.	Time management skills	✓	
Recording and updating all reported incidents ensuring that all relevant information is recorded, detailed, accurate and checked.	Accuracy Skills Ability to deal with multiple tasks Ability to organise own workload, and work without supervision	✓	✓
Dispatching resources appropriately ensuring that team members can make best use of their time whilst attending cases across Fife.	Organisational skills	✓	
Updating the Safer Communities Team in relation to any follow up enquiries to be made highlighting any issues in relation to reports received.			
Interrogating a variety of computer systems and databases, to provide management information and reports as and when required.	Knowledge of corporate and stand alone computer systems e.g. Uniform, Confirm	✓	
Help to develop systems for monitoring information within the team.			
Providing cover at other Council locations.	Flexible approach to working	✓	
Producing monthly/quarterly/annual statistical information and provide ad-hoc statistics as requested.	Proven track record in preparing written and statistical reports		✓
Maintaining an overview of consumables, identifying stocks that need to be replenished. Processing orders, including stationery, equipment, clothing/uniforms.			
Promoting a positive culture within the team and across the Directorate displaying appropriate attitudes and behaviours.	Knowledge of Fife Council's 'How we work matters'	✓	

Role Profile

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Providing support and research information for regular tasking meetings, and recording and co-ordinating the appropriate action thereafter.	Ability to prioritise and meet agreed deadlines		✓
Making appropriate arrangements when an interpreter is required.			
Providing general administrative support to the team as appropriate.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

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 checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results