

Job Description

Job Title:	Safer Estates Enforcement Officer
Employer:	Torus
Location:	Liverpool/St Helens/Warrington
Salary:	£35,337
Responsible to:	Safer Estates –Service Lead
Responsible for:	N/A

PURPOSE OF THE POST

To work as part of the Safer Estates Team, implementing and maintaining the Company's policies on Anti-Social Behaviour, Harassment, Hate Crime, and a range of other tenancy breaches across Torus housing stock.

Safer Estates Enforcement Officers are responsible for the management of serious and persistent ASB & other tenancy breach cases, where early intervention measures have failed and warrant the consideration of legal measures to enforce tenancy conditions, including those cases whereby urgent legal action is necessary to protect individuals or communities from the negative effects of nuisance & ASB.

To provide support to Neighbourhood Teams regarding case advice, effective case management & accurate evidence gathering and to identify cases that require escalation for consideration of legal interventions.

To represent Torus at partnership meetings as necessary

KEY RESPONSIBILITIES

1. To work in partnership with internal departments and our key external partners to deliver effective tenancy compliance to our customers that are consistent, professional, and accessible.
2. To proactively manage and respond to cases of anti-social behaviour, including hate crime and domestic abuse.
3. To liaise with, advise and support Neighbourhood Officers dealing with housing related nuisance and other tenancy breaches to ensure a consistent approach and ensure that case referrals to the team are made in a timely manner.
4. To work collaboratively with colleagues in the preparation and service of legal documents including Notices.

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5. To work with Neighbourhood Officers to identify any additional or alternative sources of evidence to use in supporting cases. To advise how to obtain this evidence as quickly as possible and in the most appropriate form.
6. To undertake case work including, but not limited to, interviews, preparing witness statements, liaising with appropriate legal advisors, giving evidence at Court and accurate and timely recording on the ASB case management system.
7. To understand the relevant legislation and legal remedies available to handle difficult and complex cases, working with the team and the Safer Estates Team Leader and/or Service Lead to ensure swift and effective outcomes.
8. To ensure witnesses are provided with appropriate support throughout any investigation. To prepare witnesses for attending and presenting evidence in court, including the provision of transport where necessary.
9. To liaise with and make referrals to other support agencies as necessary to ensure all possible preventative action has been taken.
10. To liaise with and make referrals to mediation service, if appropriate.
11. To assist with developing and maintaining links with the community to ensure that the company approach to anti-social behaviour is understood and reflects community perceptions and expectations.
12. To have knowledge and understanding of the Company's business policies and work to them at all times, including adherence to the Company's Data Protection Policy.
13. To ensure all notes and evidence relating to casework are accurate and up to date on the housing management system.

Health and Safety

14. Ensure that H&S policy and procedures are adhered to and embedded to deliver effective and safe services and operations.

Equality and Diversity

15. Apply and embed fairness and equality in both the delivery and offer of all services, to ensure that all staff and customers are treated fairly, to meet an individual's personal circumstances.

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Safeguarding

16. To promote safety and protection of vulnerable adults and children by ensuring that all safeguarding issues and concerns are reported promptly in accordance with Local Authority and Torus Safeguarding Policies.

Person Specification

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Criteria	Essential / Desirable?	Method of assessment
<p>1. Appropriate professional qualification</p> <p>GCSE level education, or equivalent, or demonstrable experience</p> <p>CIH level 3 qualification, or willingness to complete</p>	<p>E</p> <p>E</p>	<p>AF/C</p> <p>AF/C</p>
<p>2. Experience and Track Record</p> <p>Evidence of implementing strategies, policies, operational plans and managing risk</p> <p>Excellent IT skills</p> <p>Evidence of implementing innovative solutions and approaches to service delivery</p> <p>Excellent knowledge of industry best practice</p> <p>Excellent knowledge of housing management related IT Systems.</p> <p>Up to date knowledge of national agenda and current policy issues in the housing sector and best practise in the field.</p> <p>Extensive knowledge and understanding of the relevant legal frameworks.</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>3. Managing Change</p> <p>Manages change through combining excellent project management skills with an inclusive style to deliver intelligence led improvements. Flexible in outlook and able to change direction at short notice.</p> <p>Anticipates reactions to change and new interventions and suggests appropriate responses.</p> <p>Flexible, embraces change, creative and innovative.</p>	<p>D</p> <p>D</p> <p>E</p>	<p>I</p> <p>I</p> <p>I</p>

Person Specification		
<p>4. Leadership and Vision</p> <p>Takes personal responsibility for own workload. Is confident listening and presenting, and able to influence and inspires others and encourage innovation.</p> <p>Has ability to inspire and motivate colleagues</p>	E	AF/I
<p>5. Interpersonal Persuasion and Influencing</p> <p>Demonstrates high levels of motivation and resilience combined with enthusiasm, commitment and a curious, inquisitive approach to challenge and seek continuous improvement.</p> <p>Passionate, committed and self-motivated to inspire others to change.</p> <p>Excellent interpersonal skills, ability to gain trust and confidence of internal and external stakeholders and partners</p>	E	AF/I
	E	AF/I
	E	AF/I

Person Specification

<p>6. Communication</p> <p>Ability to engage with staff, peers, board members, tenants and external partners to build relationships based on honesty, trust, mutual respect and integrity to inspire confidence and respect.</p> <p>Competent user of the digital/social media channels and their role in communication and driving business success.</p> <p>Excellent written and oral communications skills including public speaking, report writing and presentation skills, conveying information in a coherent manner relevant to the audience.</p> <p>Highly developed skills of tact, diplomacy, negotiation, influence, assertiveness, political sensitivity</p>	<p>E</p> <p>E</p> <p>D</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>7. Financial & Risk Management</p> <p>Demonstrable governance and financial compliance management experience to ensure robust and compliant operations.</p> <p>Evidence of a balanced approach to risk management within reward activity, taking account of business need and risk and providing balanced advice and direction based on sound judgement.</p>	<p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I</p>

Key:

- AF = Application form
- C = Certificate
- I = Interview
- T = Test