

## Job Description

Job Title	Anti-Social Behaviour Enforcement Assistant
Grade	Band E
Reporting To	Senior Enforcement Officer / ASB Team Manager
JD Ref	REG0050G(A)

### Purpose

Receive and respond to general enquiries coming into Wirral's Anti-Social Behaviour Team by various methods, providing detailed advice and guidance to residents and agencies reporting anti-social behaviour incidents/location of anti-social behaviour.

Responsible for the initial enquiry and initial assessments process of anti-social behaviour cases, inputting and maintaining accurate records on the Team's case management system. Providing support to the Enforcement Officers and representing Wirral's Anti-Social Behaviour Team at community/promotional events alongside conducting letter drops and community door knocks.

### Main Duties And Responsibilities

#### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

#### Anti-Social Behaviour Service Duties & Responsibilities:

- Undertake the appropriate initial action such as Formal verbal/written Warnings and Acceptable Behaviour Contracts.
- Refer appropriate cases to Enforcement Officers for further enforcement/legal action and complete appropriate referrals to other departments/agencies.
- Conduct letter drops and community door knocks where appropriate.
- Provide and co-ordinate where practical an appropriate multi-agency response to new cases of anti-social behaviour that do not meet the criteria for acceptance by an Enforcement Officer.
- Attend where appropriate to civil and criminal trials to observe, take detailed notes, be a professional witness and assist in providing witness support.
- Responding to reports of unauthorised encampments on Council land and where necessary, taking appropriate legal action with support from Legal Services.
- Attend community events to represent the Team.

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### Communication, Engagement and Training:

- Receiving and responding to general enquires coming into Wirral Anti-Social Behaviour Team by numerous means such as telephone, email, electronically and internal post.
- Provide comprehensive advice and guidance to witnesses, residents and other agencies.
- Interview witnesses and perpetrators, including conducting tape-recorded interviews where appropriate.
- Attend meetings with residents and other agencies where necessary and attend other forums representing the interests of the Anti-Social Behaviour Team.

### Data Analysis and Decision-Making:

- Inputting and maintaining accurate records and ensuring all evidence is maintained and stored correctly on the Team's case management system.
- Responsibility for conducting an initial assessment of anti-social behaviour cases initially referred to the Team
- Raise purchase orders through procurement Oracle system.
- Monitor stationary/equipment requirements for the team.

### Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

### Other:

- Any other duties commensurate with the grade.

## Role Specific Knowledge, Experience And Skills

### Qualifications

- Educated to GCSE level or equivalent.
- *Desirable - OCR/RSA/NVQ Level 2 or above associated/related training*

### Knowledge & Skills

- Excellent literacy skills and ability to produce clear, succinct and well-structured written work.
- Excellent time management skills and ability to organise and prioritise workload.
- Experience with office software like MS Office, Excel and Word.
- Ability to work with minimal supervision and a high level of accuracy.
- Ability to work to targets, both individually and as part of a team.
- Ability to communicate effectively on a one-to-one and group basis.
- Ability to handle emotive and stressful situations.
- Ability to work as part of a team and to support colleagues.
- Understanding of the role of an Anti-Social Behaviour Team.



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- *Desirable – Knowledge of evidence gathering techniques.*
- *Desirable – Understanding of the Anti-Social Behaviour, Crime and Policing Act 2014*
- *Desirable – Understanding of non-legal powers when dealing with anti-social behaviour.*
- *Desirable – Knowledge and understanding of Restorative Practise.*
- *Desirable – An understanding of the Regulation of Investigatory Powers Act 2000/2016.*
- *Desirable – Ability to effectively direct and guide professionals from other agencies.*

## Experience

- Experience in an enforcement related field or similar.
- Experience of dealing with public enquiries.
- Experience of some form of case management.
- Experience in multi-agency activity.
- Experience of collaboration and team working.
- *Desirable - Some form of legal, housing management or enforcement related experience.*
- *Desirable – Experience of responding to public enquiries.*
- *Desirable – Experience of gathering and inputting information onto computer systems.*

## Additional Information

- Enhanced CRB and Level 2 Police Vetting checks to be undertaken during the recruitment process.
- Work hybrid, with a flexible working approach to accommodate service needs.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

## Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Lone working
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Vocational driving
- Working with children
- Exposure to persons with challenging or aggressive behaviour

**Approved By: Carolyn Hooper – Anti-Social Behaviour Manager**  
**Date Of Approval: 14/05/2024**



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