

Job Description

Job Title	Anti-social Behaviour Enforcement Assistant
Grade	Band E
Reporting To	Senior Enforcement Officer / ASB Team Manager
JD Ref	

Purpose

To receive and respond to general enquiries coming into Wirral Anti-Social Behaviour Team by various methods. To provide detailed advice and guidance to residents and agencies reporting anti-social behaviour incidents/location of behaviour. To be responsible for the initial enquiry and initial assessments process of anti-social behaviour cases. To input and maintain accurate records on the Team's case management system and to provide support to the Enforcement Officers. To represent Wirral Anti-Social Behaviour Team at community/promotional events. To conduct letter drops and community door knocks.

Main Duties and Responsibilities

- Receiving and responding to general enquiries by numerous means such as telephone, email, electronic and internal post.
- Inputting and maintaining accurate records.
- Ensuring all evidence is maintained and stored correctly.
- Responsibility for conducting an initial assessment of anti-social behaviour cases.
- Taking appropriate initial action such as formal verbal/written Warnings and Acceptable Behaviour Contracts.
- Refer appropriate cases to Enforcement Officers for further enforcement/legal action.
- Complete appropriate referrals to another department/agency.
- 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.
- Provide comprehensive advice and guidance to witnesses, residents and other agencies.
- Interview witnesses and perpetrators, including conducting tape-recorded interviews where appropriate.
- Attend where appropriate, to civil and criminal trials to observe, take detailed notes, be a professional witness and assist in providing witness support.
- Attend meetings with residents and other agencies where necessary and attend other forums representing the interests of the Anti-Social Behaviour Team.

- Responding to reports of unauthorised encampments on Council land and where necessary, taking appropriate legal action with support from Legal Services.
- Raising purchase orders through the Oracle Procurement system.
- Monitor stationary/equipment requirements for the Team.
- Attend community events to represent the Team.
- Any other duties commensurate with the grading of the post.

Behavioural:

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

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.

Role Specific Knowledge, Experience And Skills

Essential

Qualifications

- Educated to GCSE level or equivalent.
- Current driving licence
- *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.
- *Desirable - Knowledge of evidence gathering techniques.*
- *Desirable – Imaginative and innovative approach to responding to anti-social behaviour.*
- *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.*
- *Desirable – Awareness of local government services and structures for delivery.*

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 or housing management related experience.*
- *Desirable - Experience of gathering and inputting information onto computer systems.*

Additional Information

Ability to travel across the Borough and work from various locations.

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.

Enhanced CRB and Level 2 Police Vetting checks to be carried out.

Health & Safety Considerations:

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

Approved By: Carolyn Hooper - Manager

Date Of Approval: 13.02.2026



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL