

Harlow Council Job Description

Job Title: Community Safety Officer **Post Number:** ND0010X

Grade: 8 **Date:** April 2021

Service: Community Wellbeing

Location: Various

Responsible to: Community Safety Team Manager

Job Purpose:

- 1.0** To improve the quality of life, by making residents feel safer and provide reassurance in designated residential areas, by working with the community and partner agencies.
- 2.0** Engage citizens more fully in tackling anti-social behaviour and foster community spirit, pride and a sense of belonging, and to help deter anti-social behaviour and reduce the fear of crime.
- 3.0** To be responsible for the enforcement of laws and byelaws appertaining to the duties of the post, and the investigation of breaches of laws and byelaws and make public spaces a cleaner and safer place to live and work.
- 4.0** General duties.
- 5.0** Other duties appropriate to the role.
- 6.0** Statement of Health and Safety.

Breakdown of tasks:

1.0 To improve the quality of life, by making residents feel safer and provide reassurance in designated residential areas, by working with the community and partner agencies

- 1.1** To participate in presentations to the public and interested groups in order to promote responsible citizenship.
- 1.2** To foster and maintain links with services within the Council and partner agencies.
- 1.3** Attend community meetings and promote and support the development of residents Associations and Community Groups.

2.0 Engage citizens more fully in tackling anti-social behaviour and foster community spirit, pride and a sense of belonging, and to help deter anti-social behaviour and reduce the fear of crime

- 2.1** Establish good customer relationships with citizens by building trust and confidence and providing help and advice.
- 2.2** Conduct high visibility patrols in designated residential areas, parks and open spaces to provide reassurance, deter crime and anti-social behaviour and reduce the fear of crime.
- 2.3** To encourage community activity by actively promoting the use of facilities within the area, including parks and open spaces, by participating in and encouraging the provision of formal and informal activities.
- 2.4** Implement projects that prevent crime and tackles anti-social behaviour.
- 2.5** Engage young people in positive activities that divert them away from anti-social behaviour.

3.0 To be responsible for the enforcement of laws and byelaws appertaining to the duties of the post, and the investigation of breaches of laws and byelaws and make public spaces a cleaner and safer place to live and work

- 3.1 To deal with enquiries and complaints from members of the public, assessing the nature of the query and initiating remedial action.
- 3.2 To maintain records and collate information, providing statistical reports and performance indicators as required.
- 3.3 To act as a professional witness and attend court as required in accordance with the Crime and Disorder Act and generally assist in reporting and investigating acts of anti-social behaviour.
- 3.4 To participate in training for and achieve accreditation under the Community Safety Accreditation Scheme, keeping up to date with changes in legislation and implementing those which affect the service.
- 3.5 To gather evidence in respect of enviro-crime.
- 3.6 To patrol all areas within the district of Harlow and enforce current legislation.

4.0 General Duties

- 4.1 Conduct and prioritise all work in accordance with Service operating procedures, and enforcement policies.
- 4.2 Complete all administrative aspects of casework, including keeping of comprehensive records through the use of pocket note books and/or IT systems.
- 4.3 Prioritise own workload to ensure adequate response, and the meeting of service targets and objectives.
- 4.4 Adhere to the principles of the Enforcement Concordat at all times.
- 4.5 Wear appropriate uniform and conform to an agreed dress code.

5.0 Other duties appropriate to the role.

- 5.1 To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.
- 5.2 All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.
- 5.3 All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.
- 5.4 All employees are expected to adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 5.5 All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

6.0 Statement of Health and Safety

- 6.1 Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974.
- 6.2
 - To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
 - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.