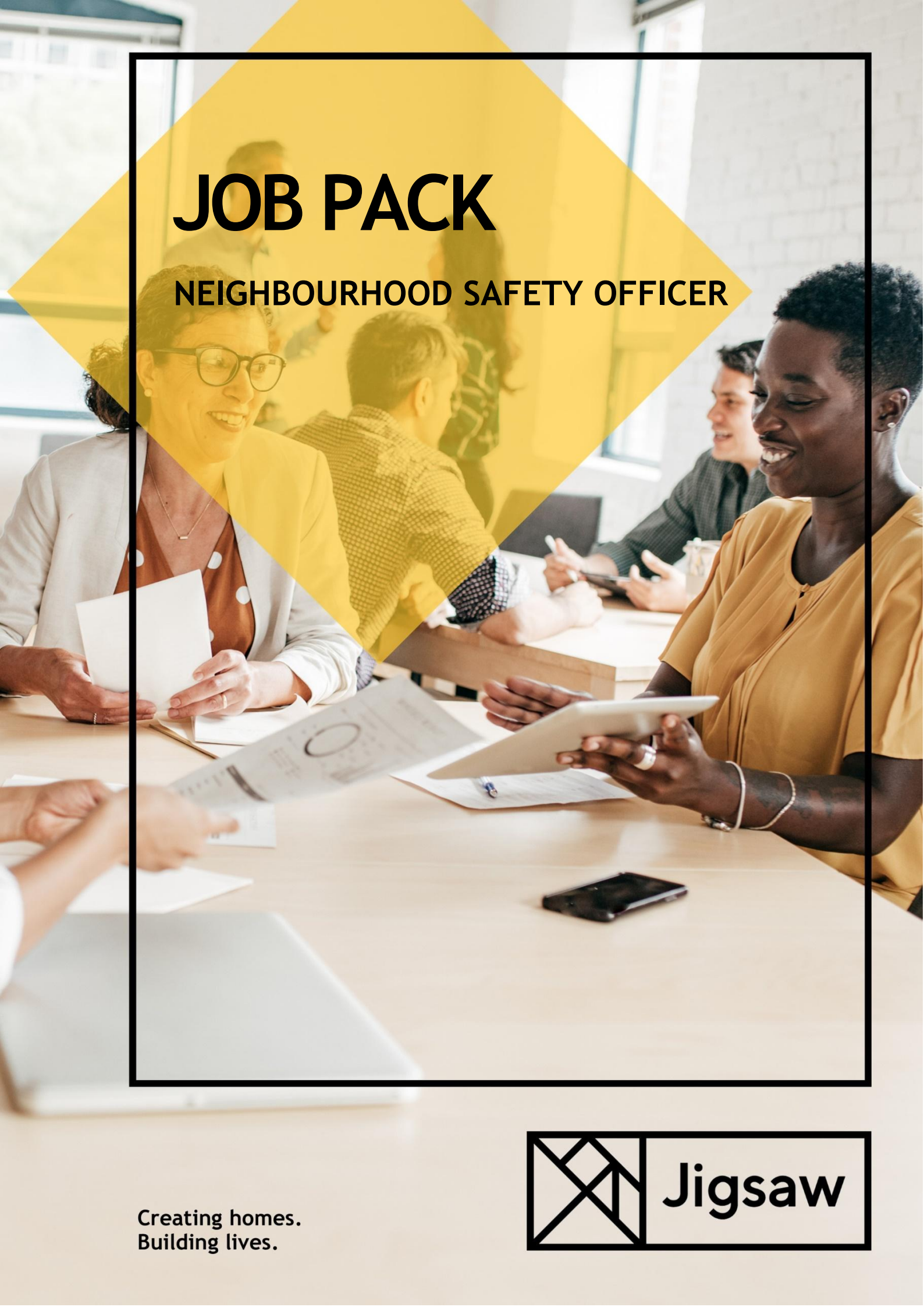


JOB PACK

NEIGHBOURHOOD SAFETY OFFICER

Creating homes.
Building lives.

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

Want to make a real difference to people's lives? Our Neighbourhood Safety Team are split across bases in Greater Manchester, Lancashire and Nottinghamshire.

We work hard to help reduce anti-social behaviour and are part of a Neighbourhood team that provides housing management services from letting and managing homes to employment and wellbeing support.

We take pride in our neighbourhoods and are committed to improving communities and targeting work where it is most needed.

Role Summary

As a Neighbourhood Safety Officer, you will lead a varied caseload from early-stage reports, property related tenancy breaches, to more complex ASB cases, including high-risk and repeat victimisation cases.

You'll be responsible for managing caseloads, to make sure we can find effective resolutions in line with our processes, standards, timescales and targets.

You will be experienced in undertaking risk assessments, identifying safeguarding concerns, making safeguarding referrals and in multi-agency case coordination.

You will have substantial, recent experience working in an ASB or community safety managing serious or persistent ASB cases. You will be able to operate confidently and professionally investigating ASB cases and be capable of progressing cases to court where necessary.

You will have a sound working knowledge of Anti-Social Behaviour, Crime and Policing Act 2014, Injunctions Orders and Possession proceedings linked to ASB.

You will be able to provide clear, confident advice to victims, reported parties and partner agencies.

You will be skilled in gathering, assessing and presenting evidence including drafting witness statements.

You will be experienced in preparing legal documentation for County Court proceedings and ideally have experience self-advocating in the County Court or in giving evidence.

You will have experience in applying legal thresholds, proportionality assessments and working within the Equality Act 2010.

You will have excellent communication skills both written and verbal and be able to make decisions in high pressure situations. You will have the ability to manage confrontational situations professionally and safely.

A full, valid UK driving licence and ability to travel across operational areas is a requirement for this role.

Responsible To – Neighbourhood Safety Manager

MAIN TASKS OR ACTIVITIES

1. To carry out your role and live the Jigsaw Groups vision and values both internally and externally to deliver the group objectives and achieve organisational goals.

2. Investigate and deal with complaints of anti-social behaviour and other tenancy breaches in an appropriate and objective manner by adopting an approach of prevention, intervention & enforcement strategies.

3. Investigate and deal with safeguarding reports, including concern cards referred by staff / contractors, referrals from external agencies and customers and, where necessary liaise with and refer to other agencies and support the customer as necessary.

4. Prepare and build evidence files for legal applications and represent the organisation in court to effectively secure the required intervention from the courts.

5. To mediate between parties in order to successfully resolve conflicts / dispute.

6. Conduct overt and covert surveillance using specialist equipment and techniques in order to gather evidence of anti-social behaviour and crime. View and preserve surveillance recordings for use in enforcement and legal proceedings.

7. Provide support and advice to witnesses of anti-social behaviour.

8. Attend strategic and other meetings with internal and external agencies in relation to crime and anti-social behaviour. Develop partnerships and promote good working practices with members of the community safety partnership and other relevant agencies.

9. To identify customers with additional needs and give practical support and guidance, liaising with and signposting to other agencies, where necessary to facilitate and manage support that will deliver the most appropriate resolution to the individual circumstances.

10. To operate in a manner that accords with the appropriate statutory guidance, legislation and Jigsaw's Policies and Procedures. To be an active member of the Neighbourhood Safety Team by assisting the continual improvement of the service and support colleagues from other internal departments

11. To be a pro-active member of the team; continually seeking to improve and develop your own skills. Seek to improve processes, keeping value for money as a focus.

12. Undertake such additional roles as are consistent with the above responsibilities at the request of the organisation.

13. This job description is not exhaustive, nor is it intended to be, but should give the post holder a good understanding of the demands of the job. You are expected to be flexible to maintain the good reputation of the teams and will therefore, be asked to carry out other tasks that are unforeseen at this time.

14. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.

15. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

16. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

Candidate Requirements

Candidate Requirements:	• Full, valid UK driving licence with access to a vehicle for business use. • Experience of working within an Anti-Social Behaviour field. • An understanding of the legislation available for tackling anti-social behaviour and knowledge of the legal remedies available for breach of tenancy conditions. • An ability to undertake investigations into complex issues and develop a file of evidence for use in a Court of Law. • Experience in handling difficult customers in a compassionate and sensitive manner and experience of working with residents who may be vulnerable. • Experience of information and evidence gathering and compiling that information in an appropriate format. • Ability to communicate effectively, both verbally and in writing and ability to organise your own schedule, prioritise workloads and work under pressure to meet deadlines.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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Jigsaw
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