

Job Profile

Position Details	
Post	ASB Specialist (Noise)
Service Area	Neighbourhood and Environments
Reports to	Enforcement Manager WEST
Grade	PO5
Job Family	

Role Purpose
<ul style="list-style-type: none"> • To oversee the management of joined up enforcement activities, noise issues including licensing enforcement across the borough. • To be the Service's lead officer for one of three specialist areas (Noise, Tactical Enforcement, Environmental Crime and Waste), providing management advice, guidance

Main Responsibilities
<ul style="list-style-type: none"> • Through using intelligence and analysing data, deliver reactive and proactive enforcement activities to combat Anti-Social Behaviour in a defined geographical area. • To regularly review and deploy resources accordingly to ensure that incidents of Anti-Social Behaviour are effectively managed and that victims are signposted to appropriate support services. • Through working in partnership with internal and external partners and directly managing a team of staff, co-ordinate a range of enforcement activities to tackle ASB hot spots. • To play a pivotal role in and acting as the conduit between residents and business and the Council in all matters relating to Anti-Social Behaviour and community safety. <p><u>Customers</u></p> <ul style="list-style-type: none"> • To actively engage with customers, ensuring that their feedback and needs are reflected in how services are delivered and responsible for embedding a customer centric approach within the teams of staff you manage. • Investigate, analyse and respond to customer complaints, Members and MP enquiries and take appropriate action to address any procedural and operational deficiencies and ensure that lessons learned are reflected appropriately.

People Management

- Manage staff and through a robust performance management framework ensure that a high level of performance is delivered, staff are accountable and that learning and development is embedded within the service.

Partnership Working

- Seek out opportunities for partnership working to ensure that a holistic approach to service delivery is achieved and that opportunities to reduce operating costs are realized.

Budget Management

- Responsible for budget management to include annual profiling, regular monitoring, taking corrective action and achieving savings.

Securing Improvement and VFM

- Working collaboratively with Commissioning and Client colleagues research, identify and evaluate new initiatives, operating models or good practice and secure continuous improvement in service delivery and/or a reduction in unit costs.

General

- Prepare committee reports and briefings, attend meetings and advise the Councils' Senior Officers and Members.
- Health and Safety aspects/issues, first aid/manual handling etc in relation to working environment, i.e. Hazardous materials and relevant processes/legislations etc.
- Knowledge and experience of using IT/working knowledge adequate or sound knowledge required etc
- Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
- To undertake any other temporary duties consistent with the basic duties and/or objectives of the post.

Generic Responsibilities

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies.
3. Knowledge and experience of using IT.
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
Negotiation and influencing skills and able to effectively manage tension and conflict to achieve a desired outcome.	E
High level of personal organization with the ability to plan and prioritise own and colleagues' work to complete tasks effectively and on time while maintaining accuracy and attention to detail.	E
Good analytical skills able to look critically at performance and practice and diagnose issues and trends.	E
Ability to work on own initiative and under pressure, objectively, calmly and effectively and manage time pressures.	E
Understanding of the role of local government members.	E
Good written and oral communication skills.	E
Experience of carrying out service reviews to reduce costs and /or improve outcomes.	E
Detailed Knowledge of Haringey's Values and how they should translate into practice.	E
Full clean driving licence	D

Main Contacts & Other Information
<u>Main Contacts:</u> 1. Lead Members and Ward Members 2. Senior Managers (DMT, SLT) 3. Priority Boards 4. Partners – Police, MOPAC, Community Safety Partnership Board and Homes for Haringey

Additional Information

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
x				
Are the staff based at the same work location?				NA
Will the post holder be responsible for contract / agency / project staff?				NA

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Y	80%	Use of a computer.	Y	80%
Audio typing.	N		Crisis or conflict situations.	N	
Walking more than a mile.	N		Manual handling.	N	
Working alone or in isolation.	Y	5%	Working in confined spaces.	N	
Driving a car, van or minibus.	Y	10%	Preparing or serving food.	N	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	N		Working in awkward positions, e.g. stooping, bending, reaching.	N	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	N		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	N	
Regular and repetitive movements.	N		Working shifts / unsocial hours, nights.	N	
Outdoor work involving uneven surfaces.	N		Standing or sitting for prolonged periods.	N	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	Y	5%	Working at heights / on ladders, roof work.	N	
Teaching, or responsibility for, children.	N		Outdoor work involving extremes of temperature.	N	
Electrical hazards.	N		Control and restraint.	N	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
n/a
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
No
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
No
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
No
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes – ASB and customer complaints connected to role.
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
No