

Job Description

A Post Details	
Job Title: Anti-social Behaviour Officer	Grade: A004
Department: Operations	Division: C Division Midlands
Reports to: Civil Interventions and Police Liaison Manager	Contract Type: Permanent
Level of Vetting: Recruit Vetting	Numbers in Post: 1
B Purpose of the Post	
<p>To provide a comprehensive service relating to management of anti-social behaviour (ASB) on the network. To hold primary accountability for all ASB case management, within their designated caseload. To contribute to ensuring the Safer Travel Partnership achieves its delivery of the Safer Travel Plan.</p> <p>Primarily you will be a specialist officer focusing on early intervention, reassurance of victims and witnesses, prevention strategies and civil enforcement through identification of perpetrators. To deliver an effective and appropriate service to all service users fairly and without discrimination.</p> <p>To support the West Midlands Combined Authority in its statutory duty to provide safe public transport. To contribute to project led work on ASB and wider Safer Travel action plans</p>	
C Dimensions of the Post	
<p>Financial – Direct or Non-Direct No financial responsibilities</p> <p>Staff Responsibilities – Direct or Non-Direct Reports to Civil Interventions and Police Liaison Manager</p> <p>Staff Responsibilities – None Direct Provides support to Safer travel Intern</p>	
D Principal Accountabilities	
<ul style="list-style-type: none"> • Manage incoming reports of ASB from a range of sources paying particular regard to supporting and reassuring passengers, staff and the public who report incidents • Proactively manage and monitor an ASB caseload, opening and progressing cases in line with agreed procedures and good practice and using a range of civil based interventions • Contact, brief and build positive working relationships with the following stakeholders and others as appropriate <ul style="list-style-type: none"> ○ Safer Travel teams, ○ Local Police Delivery Groups (LDPG) ○ Local Authority ASB and Housing teams ○ Local Authority YOT's 	

- Social Care, mental health and other support workers
- Transport Operators
- Transport for West Midlands (TfWM) in appropriate cases regarding information sharing agreements
- Respond to all internal and external enquiries relating to ASB on the network in a positive, professional, effective and timely manner
- Building of clearly documented ASB cases ensuring all actions are clearly detailed and recorded on electronic and manual systems
- Responding to customers witnessing or being the victims of ASB within set service timescales, ensuring a victim centered approach at all times
- Taking all reasonable steps to identify perpetrators of ASB on the network including working with relevant persons and agencies following retrieval of CCTV
- Using the full range of civil enforcement and preventative tools appropriate to the ASB case and recommending cases for legal action
- Taking qualitative civil witness statements victim impact statements and interviewing perpetrators as required
- Ensuring where possible a holistic approach to tackling ASB in conjunction with Local Authority ASB units, Youth Offending teams and support agencies by sharing information and taking joint action
- Assist in planning and delivery of targeted ASB operations, e.g. smoking enforcement
- Attending and contributing effectively to ASB meetings and LDPG meetings including problem solving, tasking, partnership and similar across the West Midlands
- In conjunction with the Civil Interventions and Police Liaison Manager contribution to wider long-term problem-solving plans for repeat and hotspot ASB problems on the network
- Assisting the Civil Interventions and Police Liaison Manager with the content and delivery of Safer Travel ASB action plans for the continual development of the service including contribution to project work around such areas as education, restorative justice, civil recovery, internal and external communications
- Attending and contributing to TfWM customer impact days as required
- Representing TfWM and the Safer Travel Partnership positively at all times, stressing our collective determination to use all lawful means to actively challenge ASB
- Deputising for the Civil Interventions and Police Liaison Manager as required
- Carrying out any other duties commensurate with the post

E Decision Making

- Progresses ASB cases potentially through to prosecution or other Civil Intervention such as Injunctions using powers in Crime and Policing Act 2014
- Uses Restorative Justice where proportionate to do so

F Contact with Others

- Working collaboratively with BTP Police colleagues, West Midlands Police officers and staff, West Midlands Combined Authority staff and Local Authority Officers to achieve positive outcomes to ASB issues

G Essential Criteria

- Produces solutions
- Applies Technical expertise
- Manages pressures and issues positively
- Planning and time management
- Communicates clearly and concisely on telephone and face to face
- Proactive approach to planning and delivering own workload
- Works on own initiative
- Attention to detail
- Problem Solving skills

Qualifications and Training:

- Numerate and literate to GCSE Standard (5 passes at grade c or above) or equivalent
- Once in post training in level one restorative justice training will be provided

Experience:

- Experience of dealing with and resolving ASB problems in a methodical way following processes and using best practice

Skills:

- Ability to communicate effectively on the telephone, face to face and in the written form (e.g. correspondence and report writing)
- Ability to prioritise work and activities effectively including differentiating between ASB cases based on severity and repetition
- I.T literacy with the ability to operate current computer packages e.g. word, excel, etc.

Knowledge:
<ul style="list-style-type: none">• A knowledge of legal sanctions and remedies/ tools available including the requirements of the Crime and Disorder Act 1998 and other ASB legislation including the new Crime and Policing Act 2014
Desirable criteria:
<ul style="list-style-type: none">• Hold or be studying for an ASB related qualification
H Additional Information
<ul style="list-style-type: none">• Occasionally be required to work outside of normal daytime hours (i.e. beyond 1800hrs) and weekends as required by the needs of the service – e.g. Home visits, community meetings and supervision of Restorative Justice sessions• Required to work from TfWM bus stations from time to time
For Panel to complete only: Line Manager Approval: (this is only signed off when the line manager has approved the final version) Panel Approval: (this will only be signed off once the job has gone through the Job Evaluation Panel) Date: Click or tap to enter a date.

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission