



## **Senior Anti-Social Behaviour Specialist**

**Reports to:** Homes Manager

**Working in:** The Experience Pod, within our Operations Hub

At the heart of our business is our mission to make communities safer and have customers who are happy in their homes. We need you to create and build on solid partnerships with stakeholders, to inspire and develop staff who deal with anti-social behaviour and tenancy fraud, and to lead on and co-ordinate responses to these issues across our business. You will be the central lead for the team that is responsible for our responsive service of robust timely interventions, exceeding customer expectations and delivering high levels of satisfaction that ultimately lead to happier neighbourhoods.

### **What we need you to do:**

- Lead, oversee and manage the way we deal with anti-social behaviour and tenancy fraud on a day-to-day basis, making sure that tenancy enforcement and sustainment are balanced
- Provide technical knowledge and guidance on relevant law and legislation and make sure our policies and procedures reflect best practice and are properly implemented
- Manage a caseload of complex cases from report to resolution including those that involve legal proceedings, including initiating actions such as injunctions, possession proceedings, witness support and evictions
- Provide line management to the ASB Specialist, including regular one to ones and performance management, as well as coaching and supporting their development
- Be part of the management team in the Experience Pod, which includes identifying and implementing improvements across the business
- Guiding front-line staff in relation to ASB and tenancy fraud, including training and review sessions with Experience Specialists to advise them in general and on individual cases and give support with their caseloads
- Making sure our customers inspire and influence the design, delivery and outcome of everything we do and make sure that our vision, mission and values influence every aspect of our business

### **What you will be responsible for:**

- Carrying out risk assessments for vulnerable customers, identifying where there may be safeguarding concerns, and be a key member of our internal safeguarding group – you'll be making referrals to Social Care and attending Child Protection conferences
- Representing the Red Kite Group at public and partnership meetings and working with external agencies including Thames Valley Police, the Local Council, other housing providers, the voluntary sector and other agencies



- Using performance reporting, audits, customer feedback, best practice and other information to drive excellent performance and deliver a first class service
- Collecting and analysing relevant data and providing monthly reports
- Leading on the ASB budget setting and spending
- Taking the lead on making sure our ASB database is used effectively throughout the organisation and provide training on it to other staff
- Taking the lead on management moves due to ASB, domestic violence, etc

**Where you have come from:**

- Somewhere you have gained an in-depth knowledge of anti-social behaviour legislation, case law and experience of casework, which gave you high level and transferable investigative skills that allow you to identify anti-social behaviour and tackle tenancy fraud
- Experience of managing, supporting, training and motivating staff
- Experience of dealing with urgent and sensitive issues, as well as confrontational and potentially distressing situations, which you managed calmly, with empathy and control
- Somewhere you had to manage and have demonstrated your ability to make key decisions
- Awareness/experience of safeguarding of both adults and children
- Experience of building and nurturing multi-agency partnership working and community links
- Somewhere you were used to maintaining sensitive records, collecting and reporting on information and adhering to data protection guidelines
- Managing your own workload and working on your own initiative, excelling under pressure

**What our teams will see in you:**

- A supportive and engaged leader and team player, with the customer at the heart of all you do
- A robust character who provides reassurance and confidence in difficult situations
- A colleague who is motivated, resilient, trustworthy and everyone wants to work with
- Someone who leads by example, has an immediate positive impact and inspires confidence
- Someone who adapts their communication style to suit the situation, and has a high level of skills, from dealing with a challenging or vulnerable individual to giving evidence at court
- A professional approach to the role and service delivery
- A person who is comfortable to challenge and innovate
- Someone who is well organised, dedicated and hardworking

**Partnership • Respect • Pride • Creativity**  
**Realising the potential in our communities**



**As a person you will:**

- Be self-motivated and an inspiration to your colleagues
- Be friendly and outgoing with an infectious 'can do' attitude
- Always provide an excellent customer experience, first time every time
- Be open and honest and take ownership of situations
- Be a central point of excellence for the delivery and improvement of our services
- Be committed to our aims and ambitions and the broader issues of social housing
- Embrace and live our values of partnership, respect, pride and creativity
- Have a full UK driving licence and access to a vehicle for business use

