



Job Description

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| Service: | Community Resilience |
| Job title: | Community Action Team Leader |
| Grade: | Grade G (£41,934 - £46,945) |
| Hours of work: | 37 hours per week |
| Responsible to: | Community Resilience Manager |
| Responsible for | |
| Direct reports: | 4 |
| Indirect reports: | 0 |
| Budget: | £80,000 - Internal budget responsibilities |



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| Service: | Community Resilience |
| <p>Purpose of Post</p> <p>To lead, manage and develop a team of Community Action Officers to ensure the effective delivery of the district council's environmental crime and enforcement functions.</p> <p>The role is responsible for driving an awareness, prevention, intervention and enforcement approach to environmental and community impact issues, continually reviewing and improving policies, procedures and working practices to ensure they remain fit for purpose.</p> <p>Oversee and enhance the district council's pest control service that is delivered to residents and businesses across the district.</p> <p>Working in close partnership with internal services and external agencies, the post holder will contribute to the delivery of the district council's Corporate Plan and Service Plan, embedding our ICARE values across all areas of service delivery.</p> <p>The post holder will provide operational leadership and technical guidance across areas including environmental crime, anti-social behaviour, dog control, stray dogs, pest control and related enforcement activity, ensuring statutory duties are met in a proportionate, effective and victim-focused manner.</p> | |

Service:

Community Resilience


Key Deliverables:

1. Lead and develop the Community Action Team to deliver against the corporate plan and service priorities.
2. Assess needs and trends to develop awareness and prevention projects to reduce environmental crime and environmental impact.
3. Provide tactical oversight and ensure compliance with legislation relating to environmental crime and anti-social behaviour.
4. Manage or support investigating officers with complex cases ensure guidance is offered to achieve a successful outcome.
5. Oversee the delivery of the district council's pest control service to residential and commercial properties.
6. Ensure processes are in place to respond effectively to reports of environmental crime and community concerns, gathering information, intelligence and evidence in line with best practice.
7. Shape and coordinate the tactical and operational delivery of environmental crime, ensuring a proactive and legally compliant approach.
8. Oversee awareness activities and community engagement initiatives aimed at preventing environmental crime and residential waste offences.
9. Lead communication strategies to raise awareness of environmental crime, dog control and residential waste offences.
10. Ensure the Community Action Team use negotiation techniques, problem-solving approach and statutory powers to achieve positive outcomes for victims, witnesses and suspects.
11. Ensure all reports and cases are risk assessed and managed with a victim-focused approach within agreed timescales.
12. Support case development for criminal or civil proceedings and represent the District Council in court when required.
13. Ensure safeguarding processes are embedded, with concerns recorded, actioned and referred appropriately.
14. Act as a multi-agency lead in environment and community impact cases, chairing meetings and coordinating actions across other organisations.
15. Maintain accurate case records and ensure information is managed securely and in line with the district council's processes.
16. Identify and support training needs for internal officers and external partners.
17. Work flexibly across a wide range of community issues and undertake duties consistent with the role.
18. Provide support to colleagues, including follow-up and joint visits when required.
19. Support Emergency Planning responses as an operational resource (not on-call).

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| <p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p> | <p>Essential:</p> <ul style="list-style-type: none"> • A relevant undergraduate degree, or equivalent relevant work experience in relation to environment crime / ASB / criminal investigation and enforcement. • Detailed knowledge of relevant legislation, best practice and skills necessary for environmental criminal offences and anti-social behaviour • Working knowledge of delivery of prevention & awareness projects and how to evaluate outcomes • GCSE at Grade A to C in English and Mathematics, or relevant skill-based equivalents. • Knowledge of the impact crime and anti-social behaviour has on its victims and wider community. • Ability to write accurate and detailed reports demonstrated by relevant experience or educational qualifications. • Ability to prepare case files and conduct interviews and elicit information. • Demonstrate a working knowledge of this legislation in the use of RIPA (Covert surveillance, CHIS) and conducting interviews under PACE. • Hold a current valid full manual driver's licence. • A working knowledge of managing a multi-agency group • Knowledge of the development and delivery of an outcome report for project work • Understanding of national, regional, and county policies and strategic frameworks. • Full driving licence (manual) <p>Desirable:</p> <ul style="list-style-type: none"> • A working knowledge of responding to pest control residential & community issues. • A working knowledge of presenting reports, statements, and files to Court as an expert witness. |
| <p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p> | <p>Essential:</p> <p>A minimum of 3 years relevant experience, including:</p> <ul style="list-style-type: none"> • Experience working within a role linked to environmental crime / community impact • Experience of being an effective team leader, demonstrating internal leadership techniques. • Working and supporting the wider multi-agency arena. • Applying investigative techniques and processes effectively • Working in a role that requires knowledge and application of legislative frameworks. • Ability to effectively manage and positively respond to confrontational situations. |

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| | <ul style="list-style-type: none"> • Experience in responding to reports of environmental crime and anti-social behaviour in a priority led approach. • Using initiative with minimal supervision to manage and prioritise a diverse workload. • Experience of developing and maintaining positive working relationships with partnership agencies and communities. • Experience in using IT systems/software including Microsoft Office and case-management systems • Experience in researching changes to legislation and best practice • Experience of managing multi agency relationships to ensure proactive delivery • Experience of managing a budget and developing financial monitoring reports <p>Desirable:</p> <ul style="list-style-type: none"> • Experience in assessing risk to the public. • Experience in preparing and presenting evidence, statements and reports. |
| <p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential</p> <p>(D) Desirable</p> | <p>Essential:</p> <ul style="list-style-type: none"> • Skilled in managing personnel, which includes priorities and evidencing performance linked to desired outcomes. • Ability to set high standards in customer care and service delivery, to develop and enhance service improvements and to ensure that such standards are being achieved. • Competent in use of information management systems. • Excellent written and oral communication skills including: <ul style="list-style-type: none"> ○ In depth report writing ○ Presentation skills ○ Negotiation skills ○ Partnership working ○ Chairing or representing an organisation in meetings • Ability to interact with customers, partners and members with sensitivity and confidentiality. • Excellent organisations skills, including management of time and competing priorities. • The ability to carry out investigations by identifying, gathering, and recording evidence found without compromising its integrity. • Ability to identify and assess a variety of risks to the public/persons and put in place measures to mitigate them. • The ability to assimilate information impartially in a variety of situations and to make reasoned judgements and decisions. • Skilled at managing difficult and confrontational situations, including situations where a person is an alleged perpetrator of crime and/or anti-social behaviour. • Ability to facilitate and record accounts and statements from witnesses and perpetrators of environmental crime & ASB. <p>Desirable:</p> |

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| | <ul style="list-style-type: none"> • Skilled in eliciting and recording information from individuals who may be in a state of stress/distress or are uncooperative and evasive. |
| <p>Decision Making and Impact on Others</p> | <ul style="list-style-type: none"> • Proactively pursue opportunities to learn, improve practice and innovate to ensure decisions are based on best practice, protecting HDC’s reputation. • Making clear and defensible decisions in response to reports of environmental crime and anti-social behaviour. This safeguards the public and environment and maintains the integrity of an investigation. • Making appropriate leadership decisions in accordance with risk, response and timeframes set by HDC’s Enforcement Policy. This reduces and mitigates risk and maintains the integrity of HDC’s policies and procedures. • Balancing risks and benefits of various decisions available in accordance with best practice, lawful and warranted powers, and public interest. This positively maintains HDC’s integrity and positively effects the public’s faith in HDC’s and the wider partnership to respond and enforce. • Communicating decisions with partners and members of the public, in accordance with data protection requirements. |
| <p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p> | <p>Example:</p> <p><u>Internal customer contact 35%</u></p> <ul style="list-style-type: none"> • Leading a small team of officers within the Community Action Team and support others within the wider Community Resilience area. • Co-working with Community Safety Team, CCTV, Environmental Health Officers, Planning Enforcement Officers, Housing, Licensing, Residents Advice Team etc on Joint work/operations. • Co-working with Operations Departments – Grounds Maintenance and Street Cleansing Managers for designing out crime and prevention projects. • Heads of Service, Activity Managers, etc. • Presentation of reports and updates to elected members for relevant community issues and responses. • Internal legal department for the development and presentation of sanctions and enforcement files. <p><u>External customer contact 65%</u></p> <ul style="list-style-type: none"> • Police partners, including PCSO’s, Police Officers, Sergeants and above in relation to coworking and joint operations • Housing partners, statutory / support services, volunteer & charity groups • Victims/complainants and witnesses of anti-social behaviour • Perpetrators/suspects of anti-social behaviour • Coordination and chairing multi-agency meetings in relation to environmental crime or community impact issues. |

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| | <ul style="list-style-type: none"> • Community Groups and local businesses in relation to their experiences of environmental crime and anti-social behaviour • Legal Consultant Firms for the development of best practice and legal knowledge. • NAFN & DVLA for the purpose of identifying the registered keeper of a vehicle linked to abandoned vehicles, waste crime and anti-social behaviour. • Other statutory and non-statutory bodies or third-sector organisations/groups. • Working with and updating District, Town and Parish Councillors. <p>The post holder will also be expected to maintain and develop existing internal links with other service areas and to develop further links as individual needs or corporate requirements dictate.</p> |
| <p>Personal Attributes and Other Requirements</p> <p>In this section, please list any other qualities you are looking for from the applicant</p> <p>(E) Essential (D) Desirable</p> | <p>Example:</p> <ul style="list-style-type: none"> • Demonstrate leadership qualities and exhibit the district councils' values across all areas of delivery. • Is prepared to adapt their approach to new legislation, case law, best practice, and responds constructively to a change in agenda or priorities. • A proven awareness of the needs of customers in all their forms and of the importance of providing consistently good customer service, adjusting their interpersonal style to respond to the needs or preferences of the customer. • Works accurately with suitable attention to detail whilst managing a heavy workload and carrying out work to agreed priorities • Revisits their decisions when presented with new information. • Excellent negotiating skills with the ability to achieve consistently good outcomes in a wide range of situations • The ability to manage conflict, to deal calmly with aggressive or overwrought individuals and to handle difficult situations. • Willingness to travel as a daily activity and occasionally work unsocial hours. |
| <p>HDC values</p>  | <p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p> |



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up to date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children