Your job

Job Title: Community Safety & Environment Officer

Service: Community Resilience Team

Grade: 6

Reporting to: Andrea Parkinson, Building Resilient Communities

The Community Resilience Team work to build community resilience across Wigan Borough whilst challenging and tackling anti-social behaviour through a variety of different methods, focusing on improving the lives of individuals and where appropriate taking necessary and proportionate enforcement action.

As a Community Safety Officer, you will work in a busy front-facing environment, engaging with local businesses, residents and visitors to our town centres and neighbourhoods.

You will be an enthusiastic individual with excellent interpersonal skills, as you will be required to work collaboratively and develop positive relationships with a wide range of internal and external partners.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Provide a visible, uniformed, customer orientated service working as part of an integrated team focussed on the proactive identification and early intervention of those engaged in anti-social behaviour, street drinking, begging and littering/fly-tipping across our town centres & neighbourhoods.
- Work proactively to inform the development of comprehensive local intelligence pictures ensuring the early identification of issues relating to individuals, businesses and communities.
- Assist in the planning, preparation and execution of targeted initiatives as directed including campaigns and planned deployment approaches.
- Proactively engage with members of the public and businesses in relation to community safety and environmental issues, helping to build community capacity, resilience and pride in the place.
- Work in partnership with internal and external stakeholders and members of the public to ensure joined up solutions.

On an ongoing basis you will:

- Carry out hi vis uniformed patrols, predominantly across Wigan and Leigh town centres, and any other location in the borough when data supports an issue.
- Provide timely responses to requests for service ensuring customers and other stakeholders are kept informed of progress.
- Ensure appropriate and timely referrals to internal and external partners where vulnerabilities are identified.
- Carry out a broad range of enforcement in a proportionate and professional manner for example, issuing Fixed Penalty Notices, Good Behaviour Agreements, Community Protection Warnings/Notices & enforcement in relation to littering/flytipping.
- Collate evidence and provide casefiles relating to antisocial behaviour, street drinking, begging, littering and fly tipping.
- Liaise with external stakeholders for example registered charities who occupy town centre space to ensure they remain compliant with any agreements made.

- Work alongside colleagues from other agencies and services as part of a locality focussed multi-disciplinary team.
- Maintain accurate manual and electronic data records and ensure high standards of case recording and effective case management.
- Assist in the continuous review, performance management and evaluation of service provision to ensure it is fit for purpose, drives continuous improvement and is effectively using available resources.
- Maintain awareness of legislation, policies and procedures which impact on how the service is delivered.
- Undertake any other duties commensurate with the role as requested by management.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Significant experience in a related field
- To be able to undertake a physically active role
- Ability to work in a public facing role
- Experience of working in a customer focused environment to satisfactorily resolve any issues at the earliest opportunity.
- Experience of working with sensitive and highly confidential information.
- An understanding of GDPR and the importance of information safety
- Experience of community engagement and facilitating community participation.
- Strong interpersonal skills and the ability to assist people with complex needs and individuals that present with challenging behaviour.
- An understanding of relevant legislation and the ability to effectively apply this.
- Experience of accurately recording and maintaining case notes and files on case management systems.
- Experience of writing and preparing witness statements
- Knowledge and understanding of the broader community safety agenda and the impact on the quality of life of residents and communities.

- Experience of partnership working, maintaining and building relationships with partners and attending/contributing effectively at multi agency meetings
- Knowledge and experience of working with local businesses and creating strong working relationships.
- Good communication and strong interpersonal skills with the ability to communicate clearly and effectively, in both written and verbal formats with a variety of internal and external stakeholders for example, Elected Members, members of the public and local businesses.
- The ability negotiation, problem solving and conflict management skills.
- The ability to manage workload under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation and time management.
- Ability to work flexibly as part of a team and in partnership with others to deliver common goals.
- Ability to handle and process manual and computerised information in an efficient and accurate manner ensuring the safeguarding of confidential information.
- Ability to collate, assess and present information accurately including the writing of letters, reports and statements.
- Ability to be creative and results focussed to achieve desired outcomes using multi-disciplinary problem-solving techniques.
- Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council.
- Willing to undertake training and continuous professional development in connection with the post.
- Work in accordance with our Team Wigan behaviours, as part of an inclusive and high-performing council
- Hold current valid driving licence or can demonstrate the ability to travel as required using own or public transport in the most effective manner.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“Take pride in all that you do and support and develop yourself and others.”
Be Accountable	“Be responsible for making things better, enabling change and supporting improvement.”
Be Courageous	“Be open to doing things differently and working collaboratively with others.”
Be Kind	“Be helpful, generous and thoughtful towards yourself and others.”