



HILLINGDON

LONDON

Job Profile

November 2025

JOB TITLE: Anti-Social Behaviour Response Officer

GRADE:

POST NO:

JOB TIER: 5

DBS CHECK: Standard

DIRECTORATE: Residents Services

DEPARTMENT: Anti-Social Behaviour Team

Reports to: ASB Response Team Leader

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

Responsible for carrying out a wide range of investigations, advisory and enforcement functions across all tenures of property (private, council-owned, and mixed tenure). The role provides a high-quality, customer-focused service to residents and elected members, resolving complaints and delivering enforcement activities under the Anti-Social Behaviour remit. This includes recognising and supporting victims of domestic violence linked to ASB cases.

Responsible for the effective enforcement of highway, environmental, waste and general ASB prohibitions and regulations on Council land, public highway, and private land where regulations apply. Preparation of court files and attendance at Magistrates Court in support of such cases and for other actions.

To respond effectively to complaints and service requests and aim to conclude cases in line with target completion times and to provide a detailed response in a timely manner fulfilling customer/resident satisfaction.

To contribute towards the implementation of Council strategies to protect the public and build stronger communities and to represent the Council and uphold our strategies/policies in accordance with the latest laws and regulations.

A. Job Description

1. People Management

- Ensure individual accountabilities for the delivery of the outcomes required by the service are fully understood and delivered.
- Support a culture that ensures a reputation for innovation, creativity and development.
- Ensure compliance with key policies and procedures in areas such as health & safety, equality and diversity and other statutory requirements.

2. Customer Management

- Establish an effective internal and external network, meeting and communicating directly with key stakeholders to support the efficient delivery of the Anti-Social Behaviour directive whilst upholding the Council's Strategy.
- To engage and communicate with councillors, residents, the business community, and other service users, to resolve complaints and enquiries, further investigations and publicise the work of the Anti-Social Behaviour Team. Officers must be prepared to work across the borough, in areas they may not directly manage, to provide support to the team.
- Ensure appropriate, accurate and timely responses to enquiries, Freedom of Information requests and response to complaints at all stages (including Ombudsman investigations) within agreed timescales. Responses must be detailed and must include evidence relating to the officer's investigation.
- Develop and maintain strong working relationships with colleagues and ensure that all investigations and administration are carried out in a compliant and timely way in line with team KPI's.
- To develop and share intelligence and co-ordinate investigations with the Police, and other Council representatives while ensuring compliance with the Council's

obligations under the Data Protection Act.

- Contribute to delivering a first-class detailed investigation and response service, while fostering a customer service centered culture.
- Receipt and development of intelligence from internal departments and external agencies and residents and respond to provide a proportionate response via cross team working in line with the Localities Model.

3. Operational Service Delivery

- Respond effectively to complaints and service requests across private, council and mixed tenure properties, concluding cases within target timescales and providing detailed responses to ensure customer satisfaction. To instigate follow up action or legal proceedings as deemed necessary leading to formal or informal action in order to control Environmental Crime and ASB under the Environmental Protection Act 1990, The Clean Neighbourhoods and Environment Act 2005, The Anti-Social Behaviour Act 2003, Dangerous Dogs Act 1991, The Public Health Acts, Refuse Disposal and Amenity Act, The Highways Act, and ancillary legislation used for the control of Environmental Crime and ASB as required by the Council. Officers will need to ensure they are up to date with all amendments or new legislation related to Anti Social behaviour, including the use of Public Spaces Protection Orders.
- Respond to ASB cases and recognize where DV is a factor ensuring safeguarding protocols are followed, make referrals to specialist services and work collaboratively to manage risk and protect victims.
- To prepare case files in accordance with the High Court Rules of Evidence, in preparation for representing the council in court; to include maintenance of a notebook, collection of evidence, taking of statements and assist with recorded interviews in accordance with the Police and Criminal Evidence (1984). Utilise out of court disposal methods where appropriate including the use of Cautions and Fixed penalty notices.
- To build evidence, working with the Anti-Social Behaviour Investigations Team and legal officers to prepare enforcement case papers for successful prosecution outcomes. Providing detailed first-hand reports and updates ensuring all data is collated correctly and clearly.
- To work closely with Waste Services, Highways Teams Green Spaces and other colleagues to improve customer service and to reduce service requests and complaints. Collaborating with other internal and external bodies on joint interest cases which may require project based targeted work tackling specific issues across the borough.
- To draft enforcement and issue fixed penalty notices where appropriate for sign-off by Senior Officers/Managers.

- To provide evidence for attendance at Court as a witness for work undertaken in this post.
- To confidently engage, educate, and enforce commercial waste regulations to businesses within borough.
- Support and implement joint problem solving and locality initiatives through engagement with partner agencies, other council departments and the public. To also show visibility of the Council to residents/businesses by attending multi-agency meetings/visits in areas of the Borough alongside our in-house social media Team.
- To be a competent computer user with experience of Microsoft Office software for e-mail, letter and report writing. To ensure all shared documents/systems are up to date, ensuring management are aware of workload or actions which are being taken on a daily or weekly basis.
- Represent the Service at Council meetings, resident groups and provide information on enforcement activity as required, and future plans for long term solutions to the issues.
- Complete other reasonable tasks to fulfil role purpose or as instructed by management. This could include attending sites across the borough with other organisations to provide support/knowledge from an ASB Perspective.

4. Service Planning & Development

- Contribute to long-term strategy delivery and the achievement of team plans and KPI's.
- Assist in the design and implementation of enforcement initiatives and strategies to deal with emerging trends.
- To use, promote and develop the use of IT and internal systems to ensure that the service makes the best use of mobile communication technology that is available.
- To identify and suggest improvements to current ways of working to deliver a more efficient and effective service for customers.
- To seek opportunities to promote a proactive enforcement strategy

5. Financial & Resource Management

- Ensure that any workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

- Demonstrate cost-consciousness through identifying and implementing cost effective changes to the Services.
- Ensure opportunities for recovery of costs for Works in Default are completed

6. Continuous Improvement

- Maintain up to date knowledge of the latest legislation and procedures relevant to the post
- Develop and lead a strong performance culture and commitment to deliver quality services.
- Take personal accountability for and visibly support professional practice, service procedures and policies along with performance improvement initiatives.
- Contribute to a strong performance culture and commitment to deliver quality services to key stakeholders
- To use, promote and develop the use of IT and internal systems to ensure that the Service makes the best use of mobile communication technology that is available, including word processing packages.
- To assist in the introduction of new methods as necessary to ensure efficient use of resources, including taking an active role in promoting the best value.

7. Contacts

- **Internal:** All staff and managers within Residents Services, plus staff and managers in other service areas and Members of the Council.
- **External:** Members of the public, businesses, residents, community groups, residents' associations, partner organisations (such as Environment Agency, police, fire, health, social landlords, voluntary sector groups & contractors).

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as required by management.

Consider lone working where appropriate and safe to do so

9. Key Performance Indicators

- Delivery of agreed Team Plans.

- Delivery against any agreed Service Levels.
- Staff performance & productivity metrics.

B. Person Specification

Anti-Social Behaviour Response Officer

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Relevant professional qualification or degree (e.g. environment, law, housing, community etc.) or significant, equivalent and relevant experience.	✓	
Qualified in investigation skills and techniques or equivalent relevant operational experience.	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Able to work flexibly to meet the needs of the business, including evenings and weekends.	✓	
Able to collect evidence and build cases for formal enforcement actions	✓	
Working knowledge of PACE, enforcement concordat and waste legislations	✓	
Hold a current UK Driver's License or equivalent and have vehicle available for use at all times.	✓	
Ability to undertake site visits and inspections at various locations throughout the borough.	✓	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience in enforcement and case work related to local authority enforcement activities	✓	
Experience of acting as a witness on behalf of an employer and / or appearing in court or at an inquiry to give evidence and be questioned as a witness.		✓
Experience of working in multi-agency partnerships to drive performance and achieve objectives		✓
Experience of working with elected members		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
Understanding of the key legislation, best practice, guidance and emerging issues in ASB work areas	✓	
Working knowledge of environmental legislation including tackling Environmental Crime and ASB under the Environmental Protection Act 1990, The Clean Neighbourhoods and	✓	

Environment Act 2005, The Anti-Social Behaviour Act 2003, The Public Health Acts, Refuse Disposal and Amenity Act, The Highways Act, and ancillary legislation used for the control of Environmental Crime and ASB.	✓	
Highly numerate and ICT literate able to work effectively with a variety of service specific software	✓	
Excellent verbal, written communication and interpersonal skills with ability to produce clear evidence and notices to a professional standard.	✓ ✓	
Knowledge of duties and responsibilities in relation to health and safety	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude: Identifies opportunities for organizational change, considering the wider impacts of change; ensuring the needs of stakeholders and customers are considered and acts as a positive role model for new initiatives.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develop contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Take ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	