HILLINGDON
LONDON

# Job Profile February 2026

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| **JOB TITLE:** | Anti-Social Behaviour Complex Case Officer |
| **GRADE:** | POA |
| **POST NO:** | **30482, 30483** |
| **JOB TIER:** | 5 (Non management) |
| **DBS CHECK:** | Basic |
| **DIRECTORATE:** | Residents Services |
| **SERVICE:** | Community Safety & Enforcement |
| **Reports to:** | Anti Social Behaviour Complex Case Team Leader |
| **Direct Reports:** | Nil |
| **Indirect Reports:** | Nil |

**ROLE PURPOSE:**

To take a lead role in the effective and efficient management of complex Anti-Social Behaviour (ASB) cases across the borough, fulfilling the Council's statutory duty to respond to ASB affecting all residents, while also supporting domestic abuse outcomes where necessary. This includes working across the Council's managed housing stock—such as Colne Park—and across a range of secure and non-secure occupation arrangements.

The postholder will:

- Lead complex ASB case management, ensuring timely, proportionate, and legally compliant responses to incidents affecting both Council tenants and the wider community.

- Support domestic abuse outcomes, contributing to safeguarding and tenancy sustainment through multi-agency working and trauma-informed practice.

- Maximise support for vulnerable individuals and households, identifying and mitigating risks of tenancy failure and promoting positive behavioural change.

- Advise on national and local policy developments in ASB and domestic abuse, ensuring service delivery remains compliant with statutory duties and reflects best practice.

- Lead continuous improvement, embedding preventative approaches and promoting community safety and cohesion across all tenures.

# A. Job Description

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**1. Resident & Community Contribution**

- To demonstrate an understanding of the Council's *Customer Care Standards* and ensure that these standards are understood by staff and met in order to deliver the Council's vision of 'putting our residents first'.

- Act as a beacon of knowledge and awareness to vulnerable individuals, 'troubled families' and groups during significant periods of change and uncertainly.

- Contribute to the delivery of the five commitments to residents from the Council Strategy.

**2. People Management**

- No direct supervisory responsibility however there may be a requirement to assist in induction and training of peers and new employees.

**3. Operational Service Delivery**

- Lead investigations into complex ASB complaints across all tenures, ensuring fair and proportionate enforcement.

- Develop and implement action plans for high-risk or persistent cases, including legal remedies where necessary.

- Maintain accurate case records and prepare documentation for legal proceedings. Ensure all data is held in compliance with data protection and GDPR requirements.

- Liaise with Police, Community Safety, Legal Services, and other partners to coordinate responses.

- Work with internal safeguarding teams and external agencies to assess risk and support victims.
- Ensure appropriate referrals are made to specialist services.
- Contribute to multi-agency risk assessment conferences (MARAC) and safeguarding panels.
- Identify tenants at risk of tenancy failure due to ASB, domestic abuse, or vulnerability.
- Promote early intervention and preventative strategies. Monitor changes in legislation, statutory guidance, and best practice relating to ASB and domestic abuse.
- Provide advice and training to colleagues on policy updates and implications.
- Contribute to service reviews and policy development.
- Promote awareness of ASB reporting mechanisms and support services.
- Attend community meetings and forums to build trust and gather intelligence.
- Undertake interviews and risk assessments with victims, their families (where appropriate), and perpetrators. This includes DASH risk assessments for victims of domestic abuse and identifying a range of suitable and effective control measures to mitigate the risks associated with tenancy failure. Ensure assessments include views from other agencies as part of undertaking a holistic analysis of needs and risks of victims and perpetrators.
- To communicate effectively with victims, their families where appropriate and perpetrators as needed, ensuring that their views are heard and recorded accurately.
- To provide and present written and verbal reports which are concise, informative and based on analysis of complex evidence.
- To utilise problem solving skills within the context of a professional relationship with victims, their families where appropriate and perpetrators as needed.
- To use research findings and statutory guidance to inform practice.
- To ensure all matters in respect of child and adult safeguarding are dealt with promptly, effectively and in line with procedures.
- Responsible for the effective management of an allocated caseload in line with the model of service and presenting level of risk.

- Provision of high quality short- and longer-term complex and High Risk case work management.

- Work with appropriate services to ensure unmet needs are recognised, assessed and met to provide the most appropriate response to presenting behaviours.

- To protect individuals, communities and the Council's reputation, ensure that appropriate formal actions are taken in response to tenancy breaches associated with unacceptable behaviours.

- As part of effective casework management, ensure that an appropriate level of investigation is undertaken, and good quality contemporaneous notes made.

- Deliver tailored and innovative interventions and support which overcome presenting barriers to engagement, achieve resolution of tenancy breaches and secure long term tenancy sustainment.

- Develop and maintain a mature, comprehensive and effective partnership network which can be drawn upon to address presenting needs and casework issues.

- To instigate follow up action or legal proceedings as deemed necessary leading to formal or informal action under the Antisocial Behaviour Crime and Policing Act 2014, Crime and Disorder Act 1998, and all ancillary legislation to include all associated housing legislation used for the control of Antisocial Behaviour and disorder as required by the Council.

- 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).

- To use enforcement methods as outlined in Antisocial Behaviour Crime and Policing Act 2014, such as Community Protection Warnings (CPW), Community Protection Notices (CPN), Community Protection Injunctions and all ancillary legislation to include all associated housing legislation where appropriate for sign off by Line Manager.

- Support and implement joint problem solving and locality initiatives through engagement with partner agencies, other council departments and the public.

- Represent the Service at Council meetings, resident groups and provide information on community engagement, problem solving and enforcement activity as required.

- In conjunction with the Council’s legal team, prepare cases for legal action including compiling Notices of Seeking Possession and Demotion, Mandatory

Notice of Seeking Possession, Community Protection Notices, Schedules to Notices, Closure Orders, Injunctions and Possession proceedings.

- Collate and prepare witness statements and assist in preparing the council's case for court.

- Attend both County Court and Magistrates Court to present cases and represent the London Borough of Hillingdon by giving evidence in relation to case work.

- Visit Institutions such as Her Majesty's Prisons and Psychiatric hospitals to interview clients and hand deliver legal documentation.

- Maximise the inherent value of case closure as part of transferring [reduced] risk back to service teams.

- To have a good understanding of the roles and responsibilities of key agencies including their statutory responsibilities.

- To share information as needed about victims, perpetrators and their families with other agencies in order to reduce the risk of harm, promote their welfare and prevent crime in line with the requirements of the General Data Protection Regulations.

**4. Service Planning & Development**

- To make a contribution to the development and implementation of the Service Plan ensuring that the role and contribution of effective casework and risk management is reflected and understood.

- Input actively to any Service Level Agreements (SLAs) covering all aspects of service delivery, including performance and response levels.

- To positively engage in and understand the value of case work supervision, including the use of feedback and constructive challenge, to ensure that casework and tenancy risks are being effectively managed.

- To review own ways of working in response to workflow, new and emerging risks and the needs of residents and the Council.

- To contribute towards testing of resident satisfaction with the service provided.

- To provide expertise, specialist guidance and consultation as needed to staff and other Professionals, both internal and external to the Council, contributing directly to the reduction of risk and the safety of victims.

- Provide the specialist knowledge, strategic intelligence and assessment required to ensure that Elected Members, Senior Managers, colleagues and partners are

advised of national, regional and local developments to inform local priorities for review and action.

**5. Financial & Resource Management**

- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

- Recognise the potential for transferring costs and liabilities onto other services and respond by adapting and tailoring support to contain pressures.

- Be financially conscious and ensure that spending and resources are managed efficiently. This includes managing time, avoiding unnecessary waste, to reduce financial impact.

**6. Service Improvement**

- Develop learning-based options to improve the customer pathway for vulnerable tenants.

- Keep up to date with good practice and changes in legislation associated with managing challenging tenants.

- Positively engage in staff meetings, supervision and performance and development appraisals as part of the continuous process of responding and adapting to change for the benefit of vulnerable residents.

- Actively participate in the implementation of improvement initiatives and change programmes using the Council's project management, service improvement methodologies and operating model.

- When required and as part of flexible working – to work within other Services and Directorates in support of the Council's overall objectives and projects.

**7. Contacts**

- Operational contacts will present across the Council, other statutory and non-statutory services where potential exists to manage and address a range of presenting risks and unacceptable behaviours.

- Ensure an up to date reference of key contacts is available including current knowledge of service thresholds and referral pathways which have the potential to resolve unacceptable behaviours

- Maximise the potential for effective networking and collaborative working with the Metropolitan Police, Community Mental Health Service and Drug and Alcohol Service in the context of managing behaviours, tenancy breaches and risk of tenancy failure.

**8. Additional Responsibilities**

- Act as a specialist across the service and the Council in relation to the existence, availability and access to services which support vulnerable residents who are victims of Domestic Abuse or perpetrating acts of ASB.

- Take responsibility for developing and promoting sustainable solutions in response to unacceptable behaviours and creative approaches to engagement with harder to reach residents.

- Deputise for the Anti Social Behaviour and Localities Team Leader as directed.

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

**9. KEY PERFORMANCE INDICATORS**

- Number of cases in management.

- Support provided to sustain tenancies.

- Formal actions undertaken to address behaviours.

- Cases closed by outcome.

- Customer Satisfaction.

- Good quality contemporaneous records across the episode of managed risk.

- Identification and recording of casework involving 'troubled families'.

- Engagement in monthly supervision and deliver agreed Personal Appraisal Goals.

**This profile and job description is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.**

# B. Person Specification

## ASB Complex Case Officer

This person specification will be used for recruitment to this vacancy of **ASB Complex Case Officer** in LBH. 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** ✓ |
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| Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree, or equivalent experience. | ✓ | |
| Evidence of continuing professional development. | ✓ | |
| A good standard of education with English & Maths GCSE grade A-C or equivalent. | ✓ | |
| **2. STATUTORY or ROLE SPECIFIC REQUIREMENTS** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
| Ability and willingness to attend out of hours meetings and visits to meet the needs of residents and the service. | ✓ | |
| Ability to take timely and appropriate enforcement action in parallel with support interventions to meet the needs of vulnerable households and our organisational objectives. | ✓ | |
| Full driving licence and use of a vehicle at all times. | ✓ | |
| **3. EXPERIENCE** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
| Proven experience in managing complex ASB cases and enforcement. | ✓ | |
| Demonstrable experience of successfully managing a complex case load to a successful conclusion. | ✓ | |
| Experience of identifying and effectively responding to the risk factors associated with tenancy failure on a one-to-one basis and as part of a collaborative approach. | ✓ | |
| Experience of delivering creative solutions to secure engagement by vulnerable and socially excluded residents. | ✓ | |
| Proven ability to operate flexibly and successfully during periods of significant and rapid change internally and within the operating environment. | ✓ | |
| Experience of taking a range of formal enforcement action in response to tenancy breaches associated with unacceptable behaviour. | ✓ | |
| The ability to work flexibly as an 'agent of change' who can build capacity, resilience and confidence as part of preventing and breaking cycles of domestic abuse and ASB. | ✓ | |
| **4. KNOWLEDGE & SKILLS** | **ESSENTIAL** ✓ | **DESIRABLE** ✓ |
| Knowledge of relevant legislation and good practice associated with responding appropriately to breaches of tenancy associated with ASB and Domestic Abuse. | ✓ | |

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| Knowledge of domestic abuse legislation and safeguarding procedures. | ✓ | |
| Strong partnership working skills across statutory and voluntary sectors. | ✓ | |
| Excellent communication, negotiation, and conflict resolution skills. | ✓ | |
| Ability to manage sensitive and complex cases with discretion and professionalism. | ✓ | |
| Substantial knowledge of legal remedies and legislation related to ASB and direct experience of taking court action against tenants who cause ASB. | ✓ | |
| Understanding of risk assessing victims of Domestic Abuse using the DASH Framework. Or willingness to attend training to gain the experience. | ✓ | |
| Recognition and understanding of risk factors and the management of risk in the context of Domestic Abuse and ASB and tenancy sustainment. | ✓ | |
| Possession of established skills set which is effective in responding to and managing challenging behaviours on a regular basis. | ✓ | |
| Ability and willingness to develop and maintain a detailed knowledge base associated support networks linked to Domestic Abuse, Mental Health, Drug and Alcohol, and Hoarding issues. | ✓ | |
| Ability and willingness to develop and maintain a knowledge base associated with the Regulator of Social Housing Framework. | ✓ | |
| Proven ability to prioritise own workload and support the 'one team approach' to case management. | ✓ | |
| Proven ability to prioritise and effectively progress High Risk cases. | ✓ | |
| Practical knowledge of evidential standards required for successful tenancy enforcement actions. | ✓ | |
| Practical knowledge of the role and purpose of proportionality and equality assessments as an integral part of successful case management. | ✓ | |
| Ability to present confidently and persuasively and challenge appropriately in the context of case management. | ✓ | |
| Ability to work independently and recognise the value of doing the right thing at the right time and to a good standard. | ✓ | |
| Well developed and creative skills set which secures engagement with harder to reach groups. | ✓ | |
| Demonstrable understanding of appropriate professional relationships and boundaries as part delivering the ASB Risk Management role. | ✓ | |

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| Ability to confidently engage with and positively handle contact with clients from a range of backgrounds and with complex underlying needs and behaviours. | ✓ | |
| Proven ability to work proficiently with several software applications, including standard Microsoft office based applications, to support effective case work management. | ✓ | |
| Ability to deliver training to a wide range of stakeholders related to the functions of the team, such as ASB, Domestic Abuse etc. | ✓ | |

| Our values |
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| **Respect**<br>We appreciate what makes us different and include everyone.<br><br>• We recognise that we all have unique talents, skills and experiences.<br>• We provide a professional service to our residents and colleagues and lead by example.<br>• We celebrate diversity and ensure our working practices are inclusive. |
| **Collaborative**<br>We believe in the power of working together.<br><br>• We work collaboratively as one council.<br>• We promote creativity and innovation to improve outcomes for all.<br>• We recognise the strength of sharing knowledge and experience. |
| **Efficient**<br>We deliver the best possible outcome by carefully managing our resources.<br><br>• We are empowered to deliver the most efficient outcome.<br>• We harness new technology and tools to deliver our services efficiently.<br>• We look after our finances and maximise value for money for residents. |
| **Integrity**<br>There is no gap between what we say and do.<br><br>• We choose what is right over what is easy.<br>• We trust and support each other to get the job done.<br>• We are responsible and accountable for our actions, both good and bad. |
| **Open and honest**<br>We are transparent in the actions and decisions we take.<br><br>• We provide a safe space to have truthful discussions in a positive way.<br>• We encourage constructive feedback without fear of judgement. |