HILLINGDON
LONDON

Job Profile

Sep 2025

JOB TITLE:	ASB Principal Complex Case Officer
GRADE:	POB
POST NO:	30553
JOB TIER:	
DBS CHECK:	Basic
DIRECTORATE:	Residents Services
DEPARTMENT:	Anti-Social Behaviour Team
Reports to:	Service Manager, Anti-Social Behaviour Team
Direct Reports:	None
Indirect Reports:	Up to 6

Job Purpose

To lead on the investigation and resolution of complex anti-social behaviour cases across designated geographical areas (North, South, Central), ensuring a consistent, robust, and legally compliant response, 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 provide oversight, expert advice, and operational support to ASB officers, working closely with internal departments and external partners to safeguard communities and uphold enforcement standards.

The postholder will:

- Act as Principal Lead for high risk 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.
- Responsible for the effective prevention, intervention, support and enforcement of all enforcement of anti social behavior, to include all associated housing legislation, related to Housing land, Council properties, private residential properties, commercial/industrial premises and the public highway, parks, private land and green spaces, where regulations apply.
- To deal effectively with complaints and service requests and aim to conclude cases in line with target completion times.
- To develop team procedures, ASB operations and coordinate the activities of ASB Complex Case officers.

A. Jo b D esc ri p tio n

1. People Management

- To deputise for the ASB Team Leader Complex Cases when required and supervise activity.
- To supervise and task the ASB Complex case officers and assist the Team leaders and ASB Service Manager in the coordination of day-to-day workloads
- 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.
- To assist in the supervision and training of new staff, apprentices and contractors as may be required.

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 Team.
- 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.
- 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.
- Develop and maintain strong working relationships with colleagues and ensure that all investigations and administration is carried out in a compliant and timely way in line with team KPI's.
- To share intelligence and co-ordinate investigations with the Police, other agencies, and Council representatives while ensuring compliance with the Council's obligations under the Data Protection Act.
- Contribute towards delivering a first-class investigation and response service, while fostering a customer service centred culture.
- To demonstrate a good understanding of the Council's Customer Care Standards and ensure that these standards are met in order to deliver the Council's vision of 'putting our residents first'

3. Operational Service Delivery

- To lead investigations, follow up action or legal proceedings as deemed necessary leading to formal or informal action utilizing ASB and Housing legislation for the management of ASB as required by the Council.
- To lead the preparation of 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 sign off enforcement actions in accordance with the Council and team schemes of delegations.

- To provide evidence for attendance at Court as a witness for work undertaken in this post.
- To provide specialist and detailed advice and information on legislation and associated Council policies to senior managers and Members if required.
- To be fully conversant with the various ASB Complex case functions and processes. To ensure competent, timely and efficient administration of enforcement of cases.
- To assist with the development of local enforcement operations, and ASB policy, develop codes of practice and update local regulations as required.
- Lead and implement joint problem solving and locality initiatives through engagement with partner agencies, other council departments and the public.
- To be a competent computer user with experience of Microsoft Office software for e-mail, letter and report writing.
- Represent the Service at Council meetings, resident groups and provide information on enforcement activity as required
- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

4. Service Planning & Development

- Contribute to long-term strategy delivery and the achievement of team plans and KPI’s
- To monitor service level agreements (SLA’s), and where appropriate, escalate issues when SLA’s are not met or conversely to propose improvements to ensure delivery.
- To constantly review the legislative environment, anticipating and flagging changes that affect the Council and its business and to ensure that the service is updated.
- To implement transformation and improvement initiatives and change programmes when required and to constantly identify areas for improvement and efficiency.
- 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 in order to deliver a more efficient and effective service for customers.

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.

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 delivering quality services.
- Take personal accountability for and visibly support professional practice, service procedures and policies along with performance improvement initiatives.
- Lead a strong performance culture and commitment to delivering 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 lead in the introduction of new methods as necessary to ensure efficient use of resources, including taking an active role in promoting best value.
- To participate in training, research and personal development to become competent in the Street Scene and Enforcement functions and other local regulatory functions.

7. Legislative Knowledge Required

- Anti-social Behaviour, Crime and Policing Act 2014
- Crime and Policing Bill 2025
- Police Reform Act 2002 – Section 59 powers to seize vehicles used in ASB
- Environmental Protection Act 1990
- Housing Act 1996
- Protection from Harassment Act 1997
- Children Act 1989
- Equality Act 2010
- Housing Legislation

8. 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).

9. Additional Responsibilities

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

10. 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.

B.Person Specification

ASB Principal Complex Case 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. **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**

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to degree Level, or an equivalent vocational qualification in technical discipline or equivalent experience.	✓	
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.		✓
Evidence of structured continuing personal and professional development beyond primary qualification.		✓

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 lead prosecution cases for formal enforcement actions	✔	
Knowledge of PACE, enforcement concordat, ASB and associated Housing legislation	✓	
Hold a current UK Drivers Licence or equivalent and have vehicle available for use always	✓	
Ability to undertake site visits and inspections at various locations throughout the borough.	✔	
3. EXPERIENCE	**ESSENTIAL**	**DESIRABLE**
Significant experience in managing High risk ASB Complex cases and work related to local authority enforcement and housing activities	✓	
Significant 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 performance and achieve objectives	✓	
Experience of working with elected members	✓	

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.		
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 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.		
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 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 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.		

5. COMPETENCIES	ESSENTIAL	DESIRABLE
"Can do" positive attitude: Identifies opportunities for organisational 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 by promoting and supporting developmental opportunities to improve performance.	✓	