

Job Description

Job title:	Anti-Social Behaviour (ASB) Officer
Reports to:	Regional Housing Manager
Responsible for:	No direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As an ASB Officer, you will both lead and collaborate on managing serious and complex anti-social behaviour cases across all our tenures within our communities aiming to resolve them amicably, professionally and timely whilst ensuring your approach is professional, considered and fair. You will apply a range of tools and work collaboratively with internal teams and external partners to solve issues, seek resolution and minimise the impact of ASB on residents, whilst promoting safe and inclusive neighbourhoods. You will also work to ensure that we are improving in our approach to ASB, ensure appropriate feedback is received from customers to enable improvement and work as required.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In your role as an ASB Officer, you will take a proactive and solution-focused approach to managing anti-social behaviour. You'll work collaboratively with internal teams and external partners to resolve issues swiftly and effectively, ensuring our communities remain safe and inclusive.

Your ability to communicate clearly, build trust, and respond sensitively to complex situations will be key to supporting residents and maintaining positive neighbourhoods. Through strong case management and a commitment to continuous improvement, you'll help enhance the overall customer experience and contribute to a safer living environment for all.



Key Responsibilities and Duties

- Be accountable for the handling of serious and complex anti-social behaviour (ASB) cases by applying a range of tools.
- You will build and maintain excellent relationships with both internal colleagues and external organisations (including the Police and Local Authorities) to seek resolutions and minimise the impact of ASB on the wider community.
- Lead on tenancy enforcement action, including preparing legal documents and attend and/or support with court hearings.
- Lead on the reporting of ASB cases internally.
- Play an important role to continually improve Accents handling of ASB, including ensuring customer feedback is sought and acted upon.
- Take ownership and accountability for the management of a varying caseload, assessing risks and prioritising high-risk cases.
- Carry out required duties with regards to safeguarding.
- Provide customers with the option of mediation services by way of a third party and support early intervention strategies.
- Ensure cases are effectively managed and monitored in line with policy, procedure and regulation.
- Use reporting tools available to you and ensure these are kept up to date
- Be a subject matter expert on anti-social behaviour within Accent, providing guidance and support to colleagues and leading best practice initiatives to ensure a consistent and effective approach across Housing Services.
- Share best practice with colleagues across the organisation to ensure continual improvement and customer satisfaction.
- Identify ASB hotspots and contribute to community-based solutions such as target hardening, CCTV, and design-out-crime measures.
- Providing guidance, coaching and escalation support to Housing Partners on ASB cases.
- Supporting workforce development by sharing expertise and mentoring colleagues on complex ASB handling.
- Contributing to the review of ASB, Good Neighbourhood Management policies, procedures, guidance and system development.
- Champion ASB campaigns both internally and externally
- Other duties as directed by management.

The must haves:

- A CIH Level 3 Certificate in Housing or equivalent (or willingness to work towards) or, a significant amount of relevant experience working in ASB at a Housing provider of Local Authority.
- Proven track record of managing ASB successfully, including preparing and presenting ASB cases in court or tribunal.
- Experience of leading or representing within multi agency forums relating to ASB, collaboration with police, council and other community agencies effectively .
- A strong understanding of housing management within a social housing context.
- A track record in tenancy management and safeguarding.
- Experience of early intervention strategies and tenancy sustainment.
- Excellent communication skills, both written and verbal, with the ability to engage effectively with residents, colleagues, and external partners.
- Ability to assess risk asses and prioritise cases
- Be able to flex between a varied and at times high volumes of cases.
- Knowledge of current housing, ASB, and community safety legislation and best practice.

- Be empathic to sensitive and challenging situations whilst demonstrating assertiveness when needed.
- Able to work with victims and communities, providing support and reassurance
- Be skilled in resolving complex issues, balancing enforcement with prevention.
- Full UK driving licence and access to a vehicle for travel across Accent sites.
- Experience working with vulnerable groups, including those with mental health needs or complex support requirements.
- Familiarity with assets-based community development and peer support models.
- Ability to contribute to policy development and service improvement initiatives.

The added extras:

- Membership of the Chartered Institute of Housing (CIH).
- CIH Level 4 Diploma in Housing Management or equivalent.
- Experience of delivering training or mentoring colleagues on ASB-related matters.
- Understanding of psychologically informed approaches to challenging behaviour.
- Knowledge of GDPR and experience handling sensitive customer data.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.