

ASB Team Leader

Grade

E

Contract Type

Regional Worker

Head of Service



Service Manager



ASB Team Leader



Direct Reports

Department

Housing
Management
Services



ASB Team

Role Overview

To manage the delivery of the Anti-Social Behaviour (ASB) service achieving positive outcomes for our customers and for Your Housing Group

This role is subject to a Basic DBS Check

RESPONSIBILITIES

- Establish and maintain accurate records of all ASB casework, working within agreed service levels and productivity targets
- Manage a dispersed team of ASB Legal Officers
- Provide expertise and support to highly complex and challenging cases, ensuring appropriate support mechanisms are in place for customers and staff members and ensuring that appropriate use is made of additional legal advice
- Attend relevant court proceedings to ensure that Your Housing Group is professionally represented, and cases are presented utilising accurate documentation
- Establish and maintain internal and external stakeholders and partner relationships to ensure appropriate support is provided and best practice is established and delivered consistently across areas where we have housing stock
- Continually review relevant processes, guidance and documents to ensure Your Housing Group meets current best practice
- Ensure customer satisfaction measures and mechanisms are in place to identify customer satisfaction levels with the ASB service, utilising customer feedback to improve service delivery
- Provide close liaison with our Regional Managers

Our values



**Honest
& Reliable**

We are authentic,
open and dependable;
and we do what we
say we'll do.



Caring

We show kindness
and consideration
to our customers
and each other.



**Respectful
& Fair**

We listen to people,
and strive for equity
and inclusivity in all
that we do.

Creating more places for people to thrive and be recognised as a sector leading landlord

- Ensure we remain within our budget restraints
- Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Experience of leading, performance managing and motivating teams in a high-performance culture
- ✓ Experience of delivering exceptional service to a diverse range of customers through others
- ✓ Experience of managing and coaching performance and getting the best out of individuals and teams. Ability to inspire others
- ✓ Working knowledge of Safeguarding responsibilities.
- ✓ Ability to present information in a clear and concise way to senior managers and other stakeholders, to support and influence decision-making
- ✓ Highly self-motivated with the ability to plan and work effectively without high levels of supervision

ESSENTIAL REQUIREMENTS

- ✓ Significant experience of anti-social behaviour case management
- ✓ Proven experience managing and prioritising resources effectively to meet demand
- ✓ Ability to analyse data and draw conclusions to improve performance
- ✓ Proven budget management skills and contractor management
- ✓ Good knowledge of Housing Legislation, Tenancy Management including anti-social behaviour, crime and disorder, management of health and safety and risk
- ✓ Experience in civil legal proceedings, including instruction and supervision of legal bundles

BENEFICIAL TO THE ROLE

- ✓ Effective stakeholder management, both internally and external to the organisation
- ✓ Experience of working in social housing
- ✓ CIH Certificate in Housing Practice (Level 4)
- ✓ Professional Aware in Strategic Management of ASB (Level 5)
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