

## LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Role Title:</b>	Anti-Social Behaviour Enforcement Officer – Caseworker		
<b>Directorate:</b>	Place	<b>Grade:</b>	10
<b>Department:</b>	Civic Pride	<b>Hours/weeks:</b>	36 hours/52.14 weeks
<b>Function:</b>	Community Safety	<b>Post number:</b>	S007222
<b>Team:</b>	Community Protection Taskforce	<b>Base/location:</b>	WREN
<b>Reports to:</b>	Community Protection Taskforce Manager		
<b>Responsible for:</b>	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

### Role and Context

<b>Overall Role Purpose:</b>	<p>To undertake responsibility for complex and protracted enforcement cases generated by Community Protection Taskforce and other LBR departments, as required (Housing/Licensing/Trading Standards)</p> <p>The interpretation and application of current and proposed legislation, case law, Codes of Practice, established Council procedures and guidelines and all other policies relating to anti-social behaviour and environmental crime issues.</p> <p>Working knowledge of offences/guidelines relating to:</p> <ul style="list-style-type: none"> <li>• PACE Act 1984</li> <li>• Environmental Protection Act 1990</li> <li>• Highways Act 1980</li> <li>• London Local Authorities Act 2007</li> <li>• Clean Neighbourhood and Environment Act 2005</li> <li>• Town &amp; Country Planning Act 1990</li> <li>• Criminal Damage Act 1971</li> <li>• Theft Act 1968</li> <li>• Fraud Act 2006</li> <li>• Forgery &amp; Counterfeiting Act 1981</li> <li>• Anti-Social Crime + Policing Act 2014</li> <li>• Criminal Proceedings and Investigations Act 1996</li> <li>• Environment Act 1995</li> </ul> <p>Evaluating evidence for prosecutions to ensure that the evidential/public interest disclosure tests are met. Conscious decision making to protect and enhance the Council's good reputation.</p> <p>The day-to-day use of the discretion required under the Council's enforcement policies, to take informal or formal action in any given case/situation. In investigations, discretion is used in order to dispose/progress cases in the most appropriate way, dependent upon the offences/individuals/circumstances concerned. Whilst taking a proactive and positive approach to all investigations, outcomes and accountability are key factors in all decision making.</p>
<b>Role Context:</b>	<p>To undertake protracted enquiries and detailed investigations in cases generated by Enforcement officers and other LBR departments. These invariably result in the issue of FPNs/CPNs/Noise Nuisance or summonses, leading to prosecutions and convictions at the Magistrates/Crown Court. In conducting these professional investigations, the post holders enhance Civic Pride in Redbridge through income generation for the Council, criminal convictions in Court and raised public awareness on environmental issues. Responsibility for evidencing costs for LBR investigations and compensation (where appropriate) in any Court proceedings. Attending Court and making representations to prosecution concerning current sentencing guidelines and recovery of LBR costs, upon conviction.</p>

<b>Key Accountabilities and Result Areas</b>	
<p><b>1. Strategy and Planning</b></p>	<ul style="list-style-type: none"> <li>• Providing innovative approaches and responses to investigating cases utilising a breadth of legislation and powers available to the service area</li> <li>• Writing comprehensive case files for LBR Prosecutors/Counsel to progress prosecutions at Court, writing reports, briefing notes, procedures and work instructions on operational issues, in order to reconcile/resolve conflicting issues or priorities and devise, evaluate and recommend solutions;</li> <li>• Ensuring the Council's statutory obligations are met, in accordance with Council policy, having regards to cultural differences and the interests of all sections of the community;</li> <li>• Where necessary, recommending proportionate and effective action in a range of situations for where no appropriate Council Policy, strategy or procedure exists. (It is currently under review that Enforcement Casework Officers will in future present summary, guilty pleas at the Magistrates Court. LBR Legal Dept. will continue to prosecute not guilty pleas and either way offences being tried at the Crown Court)</li> </ul>
<p><b>2. Operations and Support</b></p>	<ul style="list-style-type: none"> <li>• At the direction of the Community Protection Taskforce Manager, act as lead officer on anti-social behaviour or statutory noise nuisance initiatives.</li> <li>• Provide expert advice and recommendations to the Community Protection Taskforce Team Members and external agencies, in respect to cases and legislation.</li> <li>• Being a source of innovation and expertise within the team, taking the lead on more complex and protracted enforcement matters.</li> <li>• Guiding other officers in the competent formulation of the full range of legal notices</li> <li>• Contributing to the training and development of other staff, with regards to initial investigation techniques, points to prove, compiling witness statements, exhibits and presentation of evidence.</li> <li>• In conjunction with the Community Protection Taskforce, investigate and respond to customer's complaints and Member's enquiries received in accordance with the Council procedures.</li> </ul>
<p><b>3. Systems and Process Development and Improvement</b></p>	<ul style="list-style-type: none"> <li>• To contribute to the implementation of the Redbridge Enforcement Policy and associated action plans to reduce noise nuisance and anti-social behaviour.</li> <li>• To work with staff from the Community Protection Taskforce to take forward cases and implement plans aimed at tackling persistent offenders and improving compliance throughout the Borough.</li> <li>• The determination and prioritisation of resources, to maximise results and ensure efficient and effective working; i.e., effective time and caseload management to ensure cases are investigated and presented to Court within statutory time limits.</li> </ul>
<p><b>4. Communication Partnership</b></p>	<ul style="list-style-type: none"> <li>• Representing the Service at internal and external meetings and demonstrate the ability to formulate and deliver presentations on strategic and complex issues to a variety of audiences;</li> <li>• To work with key stakeholders, local residents and others to improve service delivery and promote creative and innovative ways of resolving local problems; ensuring services are developed which meet the needs of our community and are accessible to all users.</li> <li>• To work as part of the multi-disciplinary team to enable the breakdown of Service barriers and encourage internal and external partnership working with all key statutory authority partners.</li> <li>• To work in partnership and maintain good liaison and co-operation with the local community, community groups, other Council services, local businesses and other agencies</li> </ul>
<p><b>5. Performance and Standards</b></p>	<ul style="list-style-type: none"> <li>• To take responsibility for the investigation and handling of protracted and complex cases, and where evidence of infringements of legislation are discovered, to take responsibility for case files and making decisions in conjunction LBR Legal Services and the Community Protection Taskforce Manager, for further enforcement action, where appropriate</li> <li>• To provide professional expertise on legal remedies in relation to environmental crime, anti-social behaviour and disorder issues</li> <li>• To prepare reports for Council officers, external agencies and partners upon these subjects</li> <li>• To prepare reports and briefing notes of a complex and confidential nature, on policy and operational issues as directed by the Head of Service or Team Manager. To contribute to procedures that promote good practice, for staff to follow.</li> <li>• To prepare case files, present evidence for the Council and support prosecutors through attendance at Court</li> </ul>

	<ul style="list-style-type: none"> <li>• To ensure legal proceedings are properly presented and conducted in accordance with legislation and in particular, perform the role of "Investigation Officer" in accordance with the Criminal Procedures and Investigations Act.</li> <li>• To work with the Community Protection Taskforce Manager to develop service plans that specify targets, outcomes, resources and the performance measures and standards.</li> </ul>
<b>Key Performance Outcomes</b>	<ul style="list-style-type: none"> <li>• Number of self-generated cases investigated</li> <li>• Number of cases investigated on behalf of Community Protection Taskforce, Housing and ASB teams</li> <li>• Number of PACE interviews conducted</li> <li>• Number of FPNs/CPNs issued</li> <li>• Number (&amp; quality of case files) submitted to LBR Legal dept</li> <li>• Number of successful court prosecutions, along with statistics of fines, costs and compensation recovered on behalf of the Council.</li> <li>• Amount of individual and collective income generated</li> </ul>
<b>6. Resource Management</b>	<ul style="list-style-type: none"> <li>• To train, and work with, officers to ensure that appropriate evidence is secured for FPNs and all Notices to be issued and to ensure that prosecutions are presented at the highest level.</li> <li>• To attend and advise both the Tasking and Joint Action Group meetings as to the appropriate deployment of officers required to identify, locate and disrupt offenders.</li> </ul>
<b>Corporate Accountabilities</b>	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct &amp; Behaviour, Health &amp; Safety, Data Protection, Safeguarding and Customer Care.</p>
<b>Flexibility</b>	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.</p>

<b>Person Specification - Anti-Social Behaviour Enforcement Officer – Caseworker</b>		A - I - T	Weighting
<b>Knowledge &amp; Experience</b>	<i>Method of candidate assessment: A = Application form I = Interview T = Test</i> Weighting: 3 = Essential; 2 = Desirable		
<b>Statutory or Mandatory qualifications:</b>	Educated to degree or hold a relevant professional qualification	A	3
<b>Educational Ability</b>	As above		
<b>Key Subject or Content Areas</b>	Enforcement background	A-I	3
<b>Knowledge / Experience Field</b>	Substantial experience in enforcement based organisation preferably with a background in the field of anti-social behaviour or environmental crime	A-I	3
	Experience of preparing detailed and complex cases for court or other formal hearings	A-I	2
	Experience of giving evidence at court in both civil and criminal proceedings	A-I	2
	Experience of working in a multi-agency/partnership environment with the voluntary, public and private sectors	A-I	3
	Experience of working with customers directly and dealing with FOI's, complaints and other service enquiries	A-I	3
	Experience of working in a diverse ethnic community and with 'hard to reach' groups	I	3
	Experience of training	A-I	2
	Experience of preparing reports and briefings for senior managers, and at short notice	I	2
<b>Skills / Abilities Field</b>	Ability to manage cases and seeking out relevant information for problem solving and decision making, consulting with others as necessary	I	3
	Ability to follow and work to set procedures and guidelines	I	3
	Ability to work as part of a team	A-I	3
	Ability to interpret and apply appropriate current and proposed legislation and case law.	I	3
<b>Corporate Behaviours</b>	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.		
<b>Effective and Collaborative Team Working</b>	<ul style="list-style-type: none"> <li>To take responsibility for personal development and actively participate in all learning and development.</li> <li>To participate in the ongoing development, implementation and monitoring of service plans.</li> <li>To support and contribute to value for money, service efficiency and improvement.</li> </ul>	A-I	2

**Last Reviewed:** 10/02/2026