

Housing Services

Anti-Social Behaviour (ASB) Specialist Job Description and Person Specification

October 2025

Job Description

Job Title:	Anti-Social Behaviour (ASB) Specialist
Department:	Housing Services
Function:	Housing Management
Team:	Neighbourhood Services
Post number:	
Grade:	LBR11
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	152 Broadmead Road, Woodford Green, IG8 0AG
Reports to: <i>Job title</i>	Neighbourhood Housing Manager
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion.
Role purpose and role dimensions: <i>Overview of the job</i>	<p>To provide specialist advice and support to Neighbourhood Officers and Team Leaders within the housing service on complex cases of anti-social behaviour (ASB). The ASB Specialist will offer specialist guidance on best practice for handling ASB cases, interpreting relevant legislation and regulations, and ensuring compliance with LBR housing and safeguarding policies. The ASB Specialist may support in the management of particularly high-risk cases, including engagement with external agencies, as appropriate.</p> <p>The role sits within the same management structure as Neighbourhood Officers to ensure continuity with other escalated tenant-facing services and appropriate divisions of responsibility.</p>
Key external contacts: <i>Organisations</i>	<ul style="list-style-type: none"> • MARAC engagement • Local police • Health services • Domestic abuse agencies • Support Agencies
Key internal contacts: <i>Job titles or groups of staff</i>	<ul style="list-style-type: none"> • Neighbourhood Officers • Senior Neighbourhood Officers • Neighbourhood Area Leads • Tenancy Sustainment Officers • Income Management • Legal Teams • Safeguarding Leads
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	Responsible for ensuring ASB-related actions are cost-effective and compliant with budgetary constraints. No direct budgetary responsibility

Key areas for decision making:	<ul style="list-style-type: none"> • Interpretation and application of ASB policy • Advising on legal and safeguarding implications of ASB cases • Recommendations to Neighbourhood Officers for enforcement actions or referrals • Policy assurance and compliance monitoring
Other considerations: <i>E.g. working patterns</i>	<ul style="list-style-type: none"> • Occasional attendance at multi-agency meetings or court hearings • Flexibility to respond to urgent ASB matters • Commitment to safeguarding and equality principles

Key accountabilities and result areas:	Key elements:
1. Specialist Advisory Support	This will involve: <ul style="list-style-type: none"> • Provide expert advice, support, and guidance to Neighbourhood Officers on complex / high-risk ASB cases • Support in the management of particularly high-risk cases, including engagement with external agencies • Serve as the subject matter expert on ASB and safeguarding legislation, policy, and best practice • Support officers in interpreting legal frameworks and applying them to real-world scenarios • Monitor ASB cases to ensure consistency and compliance with internal policies and legal/regulatory frameworks
2. Policy Ownership and Assurance	This will involve: <ul style="list-style-type: none"> • Own and maintain the ASB policy, ensuring it reflects current legislation and best practice • Act as the first line of assurance for ASB policy compliance across the service • Review and update ASB procedures and guidance documents regularly • Ensure policy is embedded in operational practice and understood by all relevant employees
3. Partnership Working	This will involve: <ul style="list-style-type: none"> • Build and maintain relationships with external agencies, such as local police and support agencies amongst others, as appropriate • Facilitate joint working and information sharing to support place-based ASB management • Represent the housing service at multi-agency meetings and forums • Promote collaborative approaches to resolving ASB issues in the community
4. Regulatory and Safeguarding Guidance	This will involve: <ul style="list-style-type: none"> • Advise on safeguarding concerns arising from ASB cases • Ensure vulnerable tenants are identified and supported appropriately • Liaise with safeguarding colleagues to ensure cases are escalated and managed correctly • Promote awareness of safeguarding responsibilities among housing employees

<p>5. Compliance and Inspection Support</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Support teams in meeting the ASB and safeguarding-related requirements of the Consumer Standards • Assist in gathering evidence and preparing case studies for inspections and/or audits • Monitor case outcomes and identify areas for service improvement • Provide assurance that ASB handling meets regulatory expectations
<p>6. Training and Development</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Design and deliver training sessions on ASB policy, legal frameworks, and safeguarding • Provide coaching and mentoring to Neighbourhood Officers and Team Leaders • Develop learning materials and resources to support employee growth and development • Evaluate training effectiveness and adapt content to meet emerging needs
<p>General accountabilities and responsibilities</p>	
<p>Green Statement</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
<p>Data Protection/Confidentiality</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. • Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. • Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
<p>Conduct and Whistleblowing</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
<p>Safer Working</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.

Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	<p>This will involve:</p> <ul style="list-style-type: none"> Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	<p>This will involve:</p> <ul style="list-style-type: none"> Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
To contribute as an effective and collaborative member of the team	<p>This will involve:</p> <ul style="list-style-type: none"> Taking responsibility for continuing self-development and participating in training and development activities. Participating in the ongoing development, implementation and monitoring of the service plans. Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	<p>This will involve:</p> <ul style="list-style-type: none"> The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your grading level and competence.

Person Specification

Job Title:	Anti-Social Behaviour (ASB) Specialist		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	<p><i>Education:</i></p> <p>Relevant qualification in housing, law, social work, or related field (or equivalent experience)</p>	A	3

Minimum experience/ knowledge/ skills:	Experience managing complex ASB cases in a housing context	A/I	3
	In-depth knowledge of ASB legislation, housing regulations, and safeguarding frameworks	A/I	3
	Experience working collaboratively with external agencies (e.g. police, support services)	A/I	2
	Ability to interpret and apply legal frameworks to real-world scenarios	A/I	3
	Experience in policy development and assurance	A/I	2
	Experience designing and delivering training or workshops	A/I	2
Minimum competencies: Customer focus	Demonstrates commitment to resolving tenant issues sensitively and effectively	I	3
Communicating and influencing	Able to convey complex information clearly and influence outcomes	I	3
Building relationships, working together and in partnership	Works effectively with internal teams and external partners	I	3
Respecting & implementing diversity	Promotes inclusive practices and understands diverse community needs	I	2
Planning, organising & achieving results	Manages workload efficiently and delivers high-quality outcomes	I	3
Embracing change	Adapts to evolving legislation and service needs	I	2
For those with managerial responsibility Leadership	Leads by example and supports others in complex casework	I	2
Managing and developing people	Provides mentoring and guidance to colleagues	I	2
Special conditions:	Ability to attend occasional multi-agency meetings or court hearings	A/I	2
	Commitment to safeguarding and promoting welfare of vulnerable individuals	A/I	3
	Willingness to work flexibly in response to urgent ASB matters	A/I	2