

# Job description

## Neighbourhood Patrol Out of Hours Officer

- Grade: S02 +20% Shift Allowance
- Reports to: Neighbourhood Operations Supervisor
- Direct reports: None
- Your team: Neighbourhood Patrol Team
- Service area: Neighbourhood Engagement
- Directorate: Community Safety, Security and Resilience

### Special requirements of the post

Workstyle: Frontline (Full presence, working in the borough full time)

- Colleagues whose role is delivering frontline services to residents, visitors, businesses and/or other colleagues while present in the borough and activities cannot be done remotely.

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This post requires a DBS check at the appropriate level (Basic)

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This is a safety critical post and will be subject to the council's drug and alcohol policy

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This post is subject to the council's declaration of interest procedure

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## Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

# Overview of the role

The role involves providing a visible presence in the borough and engaging, educating and enforcing where necessary in relation to issues such as anti-social behaviour, environmental waste and statutory nuisance, and using a wide range of powers. The work involves being out and about around the borough at night, patrolling areas where there are known issues, as well as responding to reports from residents. There are also occasions when office-based work will need to be undertaken such as utilizing information technology systems to record information, writing statements for legal proceedings etc.

## Key responsibilities

- To take part in patrols within the borough to provide engagement, education and enforcement and to respond to anti-social behaviour and statutory nuisances.
- To be a part of the daily patrol teams, ensuring that on a daily basis you are aware of intelligence and up to date patrol taskings by attending briefings and liaising with Neighbourhood Operations Supervisor to ensure you are able to carry out a range of action through education, engagement and enforcement.
- Provide a visible presence within the community and to develop relationships with Residents, Businesses and Police, in order to achieve strategic objectives.
- To wear clearly identifiable Islington Council uniform along with body worn cameras and radio communications along with personal protective equipment.
- Ensure that you carry out both engagement and enforcement which achieves the desire to provide residents with a safe place to call home and provide support on enforcement and response throughout the shift.
- To conduct joint patrols with the Police and/or Parkguard contractors in identified ASB hotspots, ensuring that appropriate enforcement actions, such as enforcing Street Trading regulations, are taken. Additionally, to investigate nuisances such as domestic and commercial noise, odour, light, and take necessary enforcement actions.
- To respond to incidents to support the duty Local Authority Liaison Officer (LALO) on behalf of the council and civil protection and to liaise with the civil contingencies team where necessary.
- To ensure that the community engagement takes place at local events and to advertise the service at those events to build strong and lasting community relationships.
- To attend and participate in meetings, public forums, residents' association gatherings, and court proceedings, as necessary to present reports and provide evidence, which may include records and notes, serving notices, reviewing cases and preparing evidence files.
- To operate a sound level meter for measuring noise levels as needed. Additionally, to install and utilise technical equipment, such as NorSonic devices, to record and evaluate noise nuisance cases. This includes using noise monitoring tools or sound level meters to measure and analyse noise levels.

- To proactively visit locations and respond to reported issues, investigating, monitoring, and resolving matters while making detailed, accurate notes of findings. Utilise information technology systems, such as M3 or other relevant platforms, to efficiently manage, record, and update enforcement actions, casework, and notes.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

## Budget responsibilities

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

# Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

## Essential and desirable criteria

**Essential:** the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

**Desirable:** the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

## Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Qualification in Anti-Social Behaviour, Crime or relevant discipline	Essential
2	Experience of carrying out enforcement under the Anti-Social Behaviour, Crime and Policing Act 2014.	Essential
3	Experience of working within a patrol team to reduce Anti-Social Behaviour, statutory nuisances and crime.	Essential
4	Knowledge of legislation, including the AntiSocial Behaviour, Crime and Policing Act 2014, and Crime and Disorder Act 1998.	Essential
5	Experience of face to face roles within a community setting and engagement with the public.	Essential
6	Ability to attend the scene of an emergency and liaise with relevant colleagues within civil contingencies and on-call colleagues.	Essential
7	Able to operate at an operational level with a range of partners both internal to the Council and externally such as the Police to tackle, Anti-Social Behaviour and Crime.	Essential

Point	Criteria description	Essential/desirable
8	Able to operate at an operational level with a range of partners both internal to the Council and externally such as the Police to tackle, Anti-Social Behaviour and Crime.	Essential
9	Ability to liaise with Community Safety, Housing, Registered Social Landlords, and Police on a regular basis as part of deployments and taskings to gain intelligence to reduce and prevent anti-social behaviour.	Essential
10	Ability to carry out enforcement including Civil Injunctions, Criminal Behaviour Orders, Community Protection Notices, and Public Spaces Protection Orders.	Essential
11	Ability to work on a rota as part of an operational service focussed on engagement within the community, with business, residents, and stakeholders.	Essential
12	Ability to work with other services and partners to participate in operations in order to reduce ASB and respond to risks and threats.	Essential
13	This post needs to meet the requirement of the Baseline Personal Security Standard	Essential
14	This post requires a clean driving licence	Essential
15	Not to be currently employed by, engaged by, or to have been employed or engaged by Parkguard Ltd at any time within the last six months	Essential

## Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.