

Yorkshire Housing Role Profile

Job title:	ASB & Tenancy Enforcement Officer	Leader of others:	
Reports to:	Team Manager ASB & Tenancy Enforcement	Contract type:	Permanent
Business Area	Place	Budget holder?	

Job purpose

You will be responsible for managing antisocial behaviour cases and tenancy breaches when enforcement action is needed. This is across all YH tenures.

You will resolve cases through evidence gathering and by using the variety of tools and powers available, including using some creative thinking and solutions to achieve successful outcomes.

You will be preparing case files, court documents and leading on legal action; which includes taking cases to court.

This role is much more than gathering evidence and preparing legal paperwork. You will also need to support our victims and witnesses throughout the case as well as supporting those that cause the problems to change their behaviour.

You will be an expert in your field so that you can provide excellent support to our internal colleagues and build great external relationships with our partner agencies.

Key responsibilities

To have detailed knowledge of anti social behaviour case management principles.

Have experience of managing complex anti social behaviour cases through to resolution.

An ability to write detailed and complex written accounts in such formats as witness statements, reports and action plans.

Be able to use all legal powers available, without the need for legal support, to deliver quick and value for money outcomes.

Presenting ASB and tenancy breach cases at court without support from solicitors.

The ability to resolve ASB cases and any other tenancy breaches that are escalated to you, using the appropriate methods of enforcement and support across all tenures

Work with our Place Managers and other colleagues to support them in making decisions on ASB cases by offering advice and support.

Maintain and continually develop knowledge and awareness of anti social behaviour related issues including case law, best practice, current legislation and national initiatives.

What you'll bring to the role

The main things:

- The ability to gather evidence and write witness statements for court proceedings.
- Experience of presenting ASB and tenancy breaches to the courts in order to obtain injunctions and/or possession orders.
- Experience of working with external agencies to deliver great outcomes in challenging situations.
- Ability to prioritise and manage your own workload and to meet deadlines
- Adaptable and flexible to a changing and varied workload.
- Excellent communication skills.
- High standard of accuracy.
- Good organisation and time management skills.
- Experience in resolving complex customer cases and challenging situations
- Ensuring victims, witnesses and those causing the problems are supported throughout the management of a case.
- Eagerness to develop own skills and adapt to change.
- Personal values and approach that align with YH's values.
- Ability to work flexibly in line with Hub, Home and Roam principles.
- An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.

It would be a bonus if you have:

- Experience of general housing tenancy management

Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

Create trust • Do the right thing, not the easy thing • Be honest and open • Do what you say.

Be curious • Think differently • Ask questions • Keep learning.

Make it happen • Own it • Do it • Be empowered.

Achieve impact • Do things that matter • Deliver results • Show pride and passion.

Have fun • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.