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Upper Springfield Development Trust

### Job Description

**Job Title:** Community Safety Officer

**Reports to**: Integrated Partnership Manager

**Location:** USDT, 689 Springfield Road

**Salary:** £26,873 pro rata

**Hours of work:** 35 hr per week

Fixed term post until 31st March 2026 with possibility of extension

**Main Responsibilities**:

To build community confidence among local residents in West Belfast working as part of a team of two.

* By acting as first point of contact reference for ASB incidents in West Belfast when the complainant doesn’t feel they can contact statutory agencies.
* By supporting communities to report incidents of antisocial behaviour to the N.I. Housing Executive, Belfast City Council, the PSNI and other relevant statutory agencies as appropriate.
* To ensure the high-quality timely reporting of ASB incidents to relevant statutory agencies; ensuring the management and processing of these reports that enables relevant agencies to take further action when appropriate.

**Specific Duties:**

* To engage with key community stakeholders and residents to raise awareness of the joint NIHE/ BCC initiative which seeks to increase ASB reporting in West Belfast.
* To engage and liaise with local residents on a regular basis; documenting their concerns in a confidential manner and in a format that is appropriate for relevant agencies to take further action when appropriate.
* To carry out comprehensive report writing of case management and secure information on a database.
* To participate in training identified by the project team members.
* To work in partnership with statutory and non-statutory bodies to help resolve contentious issues with individuals, families or local communities through mediation, informal warnings as well as partnership working.
* To support agencies in enforcement action where mediation and support have failed to produce any improvement. This to include: facilitating and providing community impact statements.
* To work in partnership with other local community safety initiatives, West Belfast Community Safety Forums, NIHE community wardens, Belfast City Council safer neighbourhood officers and local neighbourhood PSNI teams in West Belfast

**There are several standard duties and responsibilities that all employees are expected to be familiar with and adhere to:**

* To participate in all relevant training when required through USDT.
* To observe all relevant Health & Safety rules and regulations of USDT.
* To promote and comply with all policies on diversity and equality both in the delivery of services and treatment of others within USDT.
* To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in a statutory capacity and in accordance with the provisions of the Data Protection Act and amendments
* To comply with protocols on the appropriate use of telephone, e-mail and internet facilities within USDT.
* To comply with the principles of risk management in relation to individual and corporate responsibilities as part of USDT.
* To observe and adhere to all policies & procedures of USDT.
* To carry out any other relevant tasks, which may from time-to-time, be required

*The concept of team working means that a flexible approach to work areas is required from the postholder. The work areas identified above are not exhaustive and only represent current principal tasks. The post holder may therefore be required to carry out other duties as determined by USDT from time to time. It is recognised that jobs change and evolve over time and any necessary changes will be discussed with the post holder.*

**PERSONAL SPECIFICATION**

**Experience Criteria**

**Essential**

* The post holder must have two year’s proven practitioner-based experience of working at ground level on community safety issues
* The post holder must have proven experience of partnership working
* The post holder must be willing to work unsociable hours including weekends
* Willingness to work as part of a team

**Knowledge Criteria**

**Essential**

* Knowledge of issues affecting disadvantaged communities
* Knowledge of how community safety issues impact on disadvantaged communities
* Knowledge of barriers to reporting crime to statutory agencies including the PSNI

**Skills Criteria**

**Essential**

* Ability to facilitate dialogue on issues relating to community safety
* Good communication skills
* Good written and oral skills
* Good IT skills

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