

Job Profile – Community Presence Officer

Job Title: Community Presence Officer

Job Grade: Level 4 Zone 1

Salary Range: £38,297 - £44,424

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

About the role

To undertake assessments of risk and to deliver visible community based interventions in response to community requests for assistance, information and advice in relation to crime and antisocial behaviour.

To work collectively with all officers in the service to agree the use of resources in response to community requests for assistance, information and advice in relation to crime and antisocial behaviour

To lead in the engagement and communication with key stakeholders, including but not limited to;

- Cabinet Members and Ward Councillors
- Directorates and services across the Council
- The Community Safety Partnership Board and representatives from the agencies involved.
- The Camden Safeguarding Children Board and representatives from the agencies involved,
- Camden's Safeguarding Adult Partnership Board and representatives from the agencies involved
- Local and Central Government departments, especially the Greater London Authority, the Mayor's Office for Policing and Crime; the Home Office
- Agencies in the Criminal Justice System including Magistrates and Crown Courts; and agencies in and associated with civil courts especially the Family Courts;
- Community groups, for example Tenants and Residents Associations; The Camden Safer Neighbourhood Board;

To deliver uniformed, visible community based patrol interventions that reduce risk and reassure communities, including working during unsocial hours where required.

To design and deliver integrated responses to problems in high risk locations, utilising resources across the Community Safety Partnership.

To be responsible for sharing information and data effectively adhering to safeguarding and data sharing principles and promoting this with all stakeholders especially elected members.

To be self-directing and to take responsibility for their own learning and development and to be confident to identify opportunities for innovation to improve the service in terms of creating and improving policies, procedures and delivery models, particularly through the evaluation and review of case work performance, the development of practice and customer feedback.

Example outcomes or objectives that this role will deliver (this is not an exhaustive list):

- Participate in decision making around the use and delivery of resources across the service.
- Provide a responsive uniformed presence within the community, undertaking patrolling, intervention and engagement at locations where high risk ASB has been identified and vulnerable victims are at risk of harm, including working during unsocial hours where appropriate.
- Lead the Council's community engagement and patrolling response following a serious or critical incident in order to reassure and protect vulnerable community members and prevent escalation.
- Lead and coordinate operations within public realm settings utilising Neighbourhood Police, Street Presence, CCTV and other Community Safety partnership resources.
- Provide a reactive uniformed presence within Camden's Night Time Economy (NTE), working with Regulatory Services, partnership resources and businesses to help make the NTE safer for all users.
- To carry out civil enforcement as requested, applying the available ASB tools and powers and undertaking accreditation and training as required.
- Progress and support the use of legislation, which makes victims safer, working collectively to match scarce resources to those cases identified as priority by the service.
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- To provide timely feedback to stakeholders including members and share information in secure and compliant ways
- Work collectively with the Council's Street Presence task force to deliver outcomes which make the borough a safer place for vulnerable residents.

About you

- Ability to collect and use information to inform the approach to case work, problem solving and the development of practice which add value to service delivery.
- Ability to be agile and flexible in terms of working practice and to take the lead for innovation and service development as priority work areas change.
- Able to focus on internal and external customers, being innovative and creative, open to ideas and challenge and committed to individual learning and development.
- Ability to design, facilitate and deliver solutions and support within a partnership setting.

- Knowledge and experience of a risk assessment processes.
- Ability to work with victims empathetically, understanding their needs and managing sensitive information appropriately.
- Knowledge of child protection and adults at risk issues and the legal responsibilities surrounding these issues.
- Ability to identify and secure innovative and creative interventions that reduce risk making the best use of available resources.
- Experience and understanding of using restorative approaches and community engagement in order or to get things done
- Knowledge of and ability to manage sensitive intelligence and information securely and safely.
- Ability to take a collaborative approach demonstrating mutual trust and support, within the council and with partners.
- The role will be based in an “Enabled and Empowered Team” focussed service where all officers are expected to work as “one team” to assist the development of a culture where knowledge and experience is shared and the responsibility for making decisions on complex issues is shared, where appropriate. The post holder will take a lead role in this.
- Knowledge of relevant legislation including the Antisocial behaviour crime and policing act, the Data Protection Act and the Care act.
- Capacity to show resilience and tenacity in the face of problems and work effectively to resolve these.
- Experience of applying legislation in a partnership setting, including managing evidence bundles and attending court. Ability to use legislation where resources are limited and prioritising cases where impact and harm to others is greatest.
- Experience and understanding of MPS structures, Council CCTV and patrol delivery and environmental factors within the public realm which support delivery.
- Knowledge or experience of Community patrolling and street based intervention
- Audience awareness and strong communication and influencing skills, including writing reports and letters.
- Ability to prioritise work effectively and adapt work patterns and approaches in response to new requests and tasks identified by the service.
- Ability to identify personal strengths within collective delivery, offer this expertise to colleagues and develop new service options and practise which meet Community Safety priorities. Ability to take responsibility for individual learning and development.

The role will be required to demonstrate or develop knowledge and skills across a range of specific work areas, which could include but would not be limited to:

- Domestic Violence and Abuse (DVA) – Understanding how to use safety interventions to reduce risk
- The night time economy relating to people at risk and a working knowledge of business compliance
- Youth Violence – Having the capacity to work effectively around attendant issues such a Child Sexual Exploitation.
- Safeguarding – Working in partnership to protect vulnerable adults and children
- Preventing Violent Extremism – Understanding the links to Community Cohesion and Community Resilience and Hate Crime

- Rough Sleeping and Street Population issues - Understanding the impacts in relation to community safety, crime and community confidence
- Antisocial Behaviour – Using legislation and interventions such as CCTV to reduce risk to victims
- Crime Reduction – Understanding how work with offenders can reduce risk, especially in terms of hate crime and DVA.
- Providing community reassurance following critical incidents
- Emergency Management and business continuity

The role will be based in a team and work within a team culture where knowledge and experience is shared and complex cases discussed within a group setting. The role may be required to demonstrate or develop specific skill areas these could include: Enforcement and the use of legislation, analysing data and managing data systems, using CCTV, using Restorative approaches and developing risk management tools.

Work Environment:

- Post holders-holders will deliver interventions at locations and addresses in the wider community. Visible patrolling will be a requirement of the role.
- The post holder will be required to work in any Council building, remotely in community based or partnership settings such as Police stations, health and hospital locations, courts, children’s centres and community centres or from home although staff are expected to base themselves to work alongside colleagues for the majority of their hours.
- The role will carry out duties as tasked on basis of risk assessments. This means interventions could be required at any time, suitable notice will be provided for those interventions required outside of office hours.
- The role will work in empowered and enabled ways in order to optimise time and resources and problem solve collectively, taking responsibility for decisions and taking initiative as required
- The post will work will in an agile mode wherever possible however will also carry out office based work at Council managed buildings across the borough, where this is required.
- Post holders are expected to work as two person uniformed team when conducting visible patrolling and work on their own on their own where it is safe to do so. Post holders will patrol and deliver interventions with a range of agencies
- Post-holders are expected to attend meetings and visits that may occur outside normal office hours.
- Post-holders will be expected to prioritise their own work within the empowered and enabled team culture and recognise the expertise of others where appropriate.
- Post -holders will work in a targeted way at addresses and locations across the borough as determined by risk.
- All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties

People Management Responsibilities:

There are no formal management responsibilities in this role. However, from time to time the post holder may be required to supervise apprentices or those on work experience, including allocating tasks, over-seeing delivery and giving feedback.

Relationships:

The role will be expected to build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise. This could relate but would not be limited to the following work areas;

- Identification, Assessment and Reduction of risk
- Using data and information to make resource decisions following community requests
- The use of specialist interventions, including legislation and promoting new interventions as appropriate
- Facilitating decisions and actions plans through partnership working
- Use of restorative approaches and building community resilience
- Learning from good practice

The role is expected to develop relationships which support the delivery of outcomes which meet the Community Safety priorities, especially in respect to non-commissioned service options which are based in the community.

The role will be expected to work collectively with colleagues within Community Safety, developing and offering expertise within the wider team setting and utilising the expertise of others where appropriate

The role is expected to facilitate restorative approaches and promote sustained behaviour change within the community where antisocial impact is being identified through repeat calls and reports.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.