

Safe Communities Officer

Reports to: Safe Communities Manager

The part I play at Flagship Group to help solve the housing crisis in the East of England is:

to provide a swift and victim centred approach to reports of antisocial behaviour and hate crime. I work to understand issues affecting our communities and root causes, taking a proactive approach to resolving and preventing anti-social behaviour (ASB).

I build rapport and display empathy and understanding with those who interact with the service and ensure safeguarding is considered throughout, whilst working with stakeholders internally and externally to implement long lasting resolutions.

I am responsible for managing a caseload assigned to a geographical patch, assessing impact and risk, acting quickly to reduce harm, escalation, community impact and organisational risk. I investigate incidents, working closely with victims, communities, witnesses and other agencies. I also work closely with legal teams to prepare legal cases, gather evidence, draft paperwork, and attend court. I maintain responsibility for cases until a solution is fully achieved.

My skills and experience include:

An understanding of community safety issues including ASB, hate crime and safeguarding.

I have experience of working with vulnerable individuals and communities.

I am able to manage a complex case load with strong risk management and problem-solving skills alongside the ability to prioritise, taking proportionate resolution action.

I also have both excellent customer service and communication skills.

I hold a full UK driving licence.

The skills I will develop include:

Gaining an in-depth knowledge of a specialist area within the Housing sector and Housing Law whilst working in a regulated environment.

I will build relationships across the wider organisation and partner agencies to make our communities safer.

I will also have the opportunity to gain a Level 3 BTech qualification in Community Safety.

Flagship Group Values:

