CREATING
COMMUNITIES
TOGETHER

SOUTHERN
HOUSING

Anti-Social Behaviour (ASB) Officer

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and be accountable for your actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

As part of a regional team in the Resident Experience Directorate and reporting to the ASB Manager. You'll deliver a great service to residents living in mixed tenure homes affected by ASB.
On a duty basis you'll triage new ASB reports, quickly assess the situation and agree an action plan to investigate ASB, manage risks and support those affected. You'll be empathetic, polite, courteous, and hard-working.
You'll manage a varied ASB caseload across mixed tenure neighbourhoods. And will investigate reported incidents, evaluate the evidence and take appropriate action (including legal remedies where necessary) to stop further incidents.
Using excellent communication and decision-making skills to identify potential needs of any party involved in an ASB case and apply appropriate policies and procedures (such as safeguarding or reasonable adjustments and vulnerable needs). You'll also use these skills to build rapport with complainants, so they feel heard. And at the same time manage their expectations on expected outcomes.

You'll provide support and guidance to other Southern Housing teams on managing ASB as well as problems which doesn't meet the threshold to be considered ASB (such as non-statutory noise). Any respond to serious / persistent incidents of abuse on staff.
Work with internal and external stakeholders to proactively manage ASB (including in our

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Southern Housing Limited a charitable housing association and registered society No.
Southern Home Ownership Limited a registered society No
Southern Space Limited company registration No
Southern Development Services Limited company registration No
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communal areas / neighbourhoods).
Progress a caseload of management move applications for residents unable to remain in their homes.
Respond to all serious and persistent incidents of staff abuse from residents.

The location

You'll be based at one of our main offices, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Manage ASB cases across a mixed tenure portfolio. Complete risk assessments and use your professional judgement to dynamically assess situations and agree actions to tackle the ASB and support complainants throughout the life of an ASB case (including referrals to support agencies and security measures).
- Investigate reports of nuisance, harassment or anti-social behaviour (and occasionally on domestic abuse), made by or about residents or others and identify the appropriate action to be taken in line with Southern Housing's policy and procedure.
- Decide whether additional measures are needed to gather evidence and arrange installation as appropriate. This may include sound recording and CCTV devices. You'll follow Southern Housing policies and procedures and Information Commissioner's Office regulations.
- Ensure good standards of case management are maintained and provide support to teams across Southern Housing through supervision on casework and procedures. Ensure meticulous records are kept of all actions, discussions and decisions so you're always able to evidence procedural compliance.
- Represent Southern Housing at multi-agency meetings including externally led 'ASB case reviews. Prepare evidence requested for Housing Ombudsman investigations into ASB. Providing the fullest account of Southern Housing interventions.
- Manage a caseload of ASB and management move cases and adhere to our service standards on communicating with residents.
- Prepare and serve legal notices.
- Assess whether it's proportionate to take legal action in an ASB case (or against a perpetrator in a Domestic Abuse (DA) case). Complete reports to request authorisation for legal action setting out the contextual rationale for this course of action.
- Adhere to our Equalities Act duties when carrying out your duties (including when you're taking legal action to mitigate against damages being awarded against Southern Housing).
- Provide information and advice to residents about the role of the ASB Team/ landlord powers, the help available from other agencies and resident responsibilities.

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- Attend planning meetings following serious violence incidents affecting our residents / neighbourhoods / places and agree actions to re-assure staff / resident of their safety and work in partnership with statutory agencies to respond
- In periods of high demand assist the tenancy sustainment team supporting DA victims.
- Contribute to service improvement by actively participating in policy and procedure reviews

What you'll need:

Knowledge and experience

- BTEC Level 3 - Professional Award in Community Safety, Crime and Nuisance Management for Practitioners (desirable)
- good knowledge of legislation relating to tenancy enforcement, ASB and domestic abuse
- Sound knowledge of best practice in relation to the management of nuisance, ASB including hate-based harassment and domestic abuse.
- Thorough experience of ASB case management in a social housing environment including use of the full range of tools to resolve ASB ranging from early intervention (e.g. mediation / Acceptable Behaviour Contracts) through to preparing for and attending court hearings to obtain relevant orders.
- Working experience of equality and diversity issues including the completion of Equality Impact Assessments on proposed enforcement action
- Working as part of a team to deliver excellent service in an environment of challenging demand
- Proven experience of following processes, using initiative, and delivering excellent customer service.

Skills

- Professional curiosity to identify residents with support needs
- You'll be a strong decision maker, able to assess new information in real time to consider risks and decide on an appropriate action to tackle ASB and support those affected
- able to prioritise workloads to meet service standards and work under pressure showing persistence and determination when setbacks occur
- Excellent communication skills, with the ability to communicate clearly, accurately, and effectively using various communication channels.
- Effective interpersonal skills
- Able to contribute to the development and review of Policy and Procedure regarding nuisance and harassment
- Excellent emotional intelligence, good negotiation and influencing skills
- Able to manage their own resilience in a challenging operating environment
- Able to develop partnership working with internal and external stakeholders to generate effective solutions to ASB problems
- Excellent IT literacy including use of ASB case management systems

Abilities

- Able to work effectively as part of a team in an agile environment.
- Self-motivated with a flexible approach to work
- Meticulous attention to detail and quality
- Always willing to learn and continue in personal development by attending conferences, seminars, webinars and training.

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- Understand need for continuous improvement and ability to contribute to review of policies and procedures and play a role in embedding any changes.
- Ability to learn and effectively use multiple IT and communication systems.
- The post holder will be required to work remotely at times and must be able to travel efficiently and/or have a valid licence and access to a vehicle
- The post holder will either hold or be willing and able to complete any necessary professional qualification.

Other

- Post holder will be required to work from other company locations (the cost of travel may be subject to tax)
- Able to work flexibly to meet customer and business needs including evening working and weekends.

Size and scope of role	
LT Directorate:	Resident Experience - North
JP Last updated:	June 2026

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