



## Work Experience Role Description

Middlesbrough Council work placements have been developed to support residents from a range of backgrounds and levels of ability.

**Job Title:** Operational Community Safety

### **Purpose of Post:**

The role offers an exciting opportunity to develop a wide range of skills and gain valuable experience in a busy office and community safety environment. Supporting the delivery of the Operational Community Safety Team within Stronger Communities, working independently and as part of a team that deliver front line public services.

### **General duties:**

1. Develop positive relationships with other departments inside the Local Authority and partner agencies such as Police and Thirteen Group
2. Input information on the relevant management information systems such as objective and flare
3. Support officers in case management duties and resolving customer enquiries
4. Dealing with victims and witnesses of anti-social behaviour, gathering intelligence and preparing statements for court
5. Respond to incidents of anti-social behaviour, co-ordinating information and deploying resources
6. Dealing with telephone enquiries, creating and updating records, coordinating meetings, recording minutes and updating action plans.
7. Assist with financial management using Business World to raise purchase orders and manage invoices
8. Contact customers and record feedback of their experiences with the team
9. Attend and take part in team meetings and team development sessions as required.

### **Experience and Skills, you will gain:**

- A wide range of IT skills needed in an office environment
- Improved confidence and customer service skills when dealing with members of the public and other agencies
- Financial management skills and the use of Business World software
- Understanding of how Public Services are delivered
- Data Protection rules and how to apply them in the work place
- Knowledge of Crime and Anti-Social Behavior Law and the role of the Local Authority in dealing with disorder
- Knowledge of CCTV legislation and the role it plays in Middlesbrough
- Knowledge of Environmental Crime, the impact on the community and consequences to offenders

**Days/times required:** 20 - 30 Hours per week

**Duration of the Placement:** Max of 8 weeks

**DBS required:** Preferred but not essential

**Essential Skills:**

- Basic IT skills
- English / Maths Level 2

**Desired Skills**

- SIA License
- Experience working in administration
- Confident working in a customer focused role

**Other responsibilities**

- Embrace the values of Middlesbrough Council
- Where a candidate has a disability, Middlesbrough Council will make every reasonable effort to supply the necessary aids, equipment or adaptations to enable a volunteer to carry out their role.
- All candidates are expected to demonstrate a commitment to the principles of equality of opportunity and fairness of treatment in relation to their volunteer role and adhere to the Council's Work Experience Policy in carrying out their placement.
- All candidates are expected to respect all confidentiality and principles and practice of the Data Protection Act.
- All work experience candidates are required to comply with Health and Safety policies and legislation.

Signed:

Date: