



JOB DESCRIPTION

One Council, One Borough.



Job Title: Apprentice – ASB & Community Safety	Grade: Apprentice
Directorate: Neighbourhood Delivery	Service: Mobile Multi Function Team
	Date of Issue: 13/03/2026
Responsible to: Jason Griffiths	

Main Purpose of Job

- To support the Mobile Multi Function team in delivering effective, resident-focused responses to anti-social behaviour (ASB), crime prevention and community wellbeing. The apprentice will gain practical experience working within a local authority environment, supporting case work, partnership activity and community engagement while completing an accredited apprenticeship qualification.

Main Duties & Responsibilities

ASB Casework Support

- Assist officers with the logging, triage and administration of ASB reports received by the Council

- Support the gathering of evidence, including statements, diary sheets, CCTV requests, and partner information.
- Help prepare case files for legal or enforcement action, including warning letters, Acceptable Behaviour Contracts, Community Protection Notices.
- Maintain accurate, confidential records on the Council's case management systems in line with data protection requirements.

Community Safety Support

- Contribute to the delivery of the Council's Community Safety Plan and priorities.
- Assist with community safety campaigns, events and engagement activities across the Borough.
- Support the collection and analysis of data relating to crime, ASB and environmental issues.
- Help prepare agendas, minutes, and follow up actions for partnership meetings.

Customer Service and Community Support

- Provide courteous, professional responses to residents, councillors, partners and internal teams.
- Signpost residents to appropriate Council services or external agencies
- Support the production of communication materials such as community safety updates.

General Duties

- Work collaboratively with internal Council departments (NHA, Environmental Health, Legal, Rough Sleeper team)
- Support joint working with external partners including Police, Staffordshire Fire and Rescue, Aspire housing and voluntary sector organisations.
- Attend training, supervision and development sessions as part of the apprenticeship programme.
- Uphold the Council's values, policies and commitment to equality, diversity and inclusion.

The apprentice will work towards an accredited Level 4 Anti-Social Behaviour and Community Safety Officer Apprenticeship. The Council will provide structured learning opportunities in:

- ASB legislation, tools, and powers available to local authorities
- Community Safety Partnership working
- Safeguarding and vulnerability awareness
- Customer service and communication
- Case Management and information governance
- Problem – solving and early intervention approaches.

Service Responsibilities

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety Policy and Procedures as they relate to the duties and responsibilities of the post.

2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To be familiar with the obligations and requirements of the Council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
7. To contribute to any internal and external audit programmes and be responsible for the implementation of agreed audit recommendations.
8. To be aware of and adhere to the Council's safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

Occasional Tasks/Duties/Responsibilities

1. Requirement to take a role in relation to civil contingencies as needed

This job description is not exhaustive and provides an indication of the scope and length of the main duties and responsibilities to be undertaken by the post holder and may be subject to amendment or alteration. The job description may be changed from time to time to meet changing circumstances and does not form part of your Contract of Employment.

PERSON SPECIFICATION

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Directorate: Neighbourhood Delivery	Service: Mobile Multi Function Team
Post No:	Date of Issue: 13/03/2026
Responsible to: Jason Griffiths	

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATION	Willingness to undertake and complete an apprenticeship qualification	X		Application/ Interview
	Basic literacy, numeracy and IT skills	X		Application
EXPERIENCE	Awareness of what ASB is and why community safety is important in a local authority context.	X		Application/ Interview
	Basic understanding of safeguarding responsibilities within a council		X	Application/ Interview
	Experience in a customer-facing role (paid, voluntary or educational)		X	Application/ Interview
	Understanding of confidentiality, safeguarding, and professional boundaries.	X		Interview
	Interest in public service, local government, or community based work.	X		Application/ Interview
SKILLS & COMPETENCIES	Good communication skills with the ability to engage respectfully with a wide range of people.	X		Interview
	Strong organisational skills and attention to detail	X		Application / Interview

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Ability to follow instructions, work to deadlines, and seek guidance when needed.	X		Application/ Interview
	Willingness to learn new systems, processes and legislation relevant to local government	X		Application/ Interview
	Ability to work as part of a team and contribute positively to service delivery.	X		Application / Interview
	Familiarity with Microsoft Office including, word, excel, teams.		X	Application/ Interview
OTHER	Willingness to work occasional evenings or weekends (with notice)		X	Application/ Interview
	Commitment to the Council's values and ethics including equality, diversity and inclusion	X		Application/ Interview
	Commitment to safeguarding and promoting the welfare of vulnerable residents	X		Application/ Interview
	Ability to travel within the Borough if required		X	Application/ Interview

Key:

- A = Application
- I = Interview and /or Test
- D = Documentation