

Post Specification

Post Specification - Key Information

- **Post Title: Local Focus Hub Officer**
- **Date: June 2025**
- **Post Group Number:**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS12**
- **Final Grade: 12**

To be read in conjunction with the job family role profile.

Service Area Description

Community Safety sits within the Thriving Communities Directorate in the Safe and Strong Communities area of work.

Following Local Government Reorganisation, the Westmorland and Furness Community Safety Partnership (CSP) was established to ensure a strategic partnership approach to community safety across Westmorland and Furness. Within the overarching CSP structure is the model of 3 Local Focus Hubs (LFH) aligned to the three former district areas of Barrow in Furness, Eden and South Lakeland.

LFHs provide the operational mechanism for dealing with community issues in an area. They have a particular responsibility to deliver a multi-agency collaborative response to complex cases of Anti-Social Behaviour (ASB) and cohesion related issues in the locality they cover, with a focus on prevention and partnership working.

This post will be accountable to Operational Lead for Safe and Strong Communities.

Purpose of this Post

This is an operational role, Leading the work of the LFH, including managing a range of complex cases including around Anti Social Behaviour (ASB) and Community Cohesion which could destabilise communities. The post holder will also lead the work around ASB Case reviews and Unauthorised Encampments, within a geographical area of responsibility, in addition leading on the development of other areas of associated policy work, such as Public Space Protection Orders, as required.

The post will include working closely with, residents, communities internal services, and external partners to develop multi-agency approaches and develop and implement solutions for difficult long term negative behaviours through proactive and community-based interventions, education, engagement and enforcement

A key element of this role will be to bring partners together to address issues that are raised, leading the co-ordination of activity and responses needed to address issues and cases raised. This will require working in close partnership with the Police and other key statutory and non-statutory partners, such as health services, and providing technical support to ensure we deliver the best possible outcomes for our residents.

The LFH Officer will be responsible for obtaining agreement and support for strategies and objectives developed and the subsequent monitoring of outcomes, using their knowledge and skills

to identify and address challenges, and through their ability to work in partnership and influence, ensure that joined up partnership activity is adopted and delivered.

Emphasis will be on Community Safety Partnership priorities, promoting safer communities through tackling ASB and a range of other issues that may impact on local communities e.g. knife crime, county lines, domestic abuse, exploitation etc. - The LFH Officer will be responsible for delivering against these priorities and key objectives across their geographic area of focus, and will provide verbal and written updates on progress both internally and externally as required.

Key Job Specific Accountabilities

- Lead, develop and organise the LFH within the specific geographic area. acting as the locality based operational group delivering against the Community Safety Partnership priorities including but not limited to ASB and community cohesion. This will include developing robust partnership working approaches, developing action plans and performance monitoring of activity and progress. In addition to practical task such as chairing formal monthly meetings, facilitating weekly catch-up meetings with stakeholders for urgent queries
- Make appropriate assessments of Hub Referrals, and engaging relevant partner agency assistance, proactively overcoming any challenges and resistance, ensuring referrals are dealt with in a fair and robust manner with clear lines of accountability and a clear audit trail.
- Develop, promote and implement practical and innovative solutions to ASB including but not limited to mediation, home/site visits, street safe events, civil enforcement activity etc.
- Assist in the coordination, implementation and delivery of Hub led projects.
- With significant experience of partnership working, the postholder will proactively promote and participate in both internal and external partnership working across Westmorland and Furness. Ensuring buy-in from services and partners both internally and externally, and ensuring agreed on solutions and activity are implemented.
- With strong communication, persuasion and influencing skills the postholder will work with partners to develop and deliver solutions to challenging issues affecting communities, often in tight timescales and difficult situations.
- Lead on policy development and implementation ,of legislation. Devise protocols and approaches to issues within areas (e.g. Public Space Protection Orders, Unauthorised Encampments etc).
- Prepare legal action against perpetrators of ASB using appropriate mechanisms including but not limited to PSPO, CPW, CPN, ABSI or other relevant means.
- Provide advice and guidance on the operation of established internal policy and procedures including ASB Case reviews, PSPO's Unauthorised Encampments Protocols and Community Cohesion issues.
- Support the strategic focus on "Joint Problem Solving" with an emphasis on collaboration and partnership working to ensure a problem-oriented approach to priorities and concerns at the heart of local communities.
- Represent the Local Authority at Independent panel meetings with stakeholders
- Lead on ASB Case reviews in the area, including preparing statements and organising relevant agencies involvement, subsequent actions and follow up
- Provide support, skills and knowledge to events and activities that may arise for example Appleby Horse Fair and Dave Day.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** Up to £7,000 LFH budget
- **Staff Management Responsibilities:** N/A
- **Other:** Post in based in relevant Locality Area

Essential Criteria

- **Qualifications:**
 - Technical, vocational, or part-professional qualification at vocational degree level or equivalent experience (NVQ 4) in learning, training and skills or other relevant qualification, or relevant demonstrable experience.
- **Knowledge and Experience:**
 - Knowledge of ASB and related legislation and experience of dealing with enforcement issues relating to ASB
 - Excellent communication, challenge and negotiating skills with the ability to engage with a wide range of audiences in order to work collaboratively across the community groups.
 - Strong communication and influencing skills with an ability to work with individuals and groups at all levels.
 - Experience of developing, implementing and progressing action plans
 - Experience of reporting and presenting to strategic bodies
 - Experience of developing and implementing practical and innovative solutions to often complex and difficult issues in conjunction with partners and ensuring all partners are engaged and on board with the agreed action plan.
 - Well-developed analytical and problem-solving skills
 - Ability to plan and prioritise and work under pressure
 - A successful track record in developing proactive and effective working relationships with external and internal partners to achieve proactive and successful outcomes.
 - Experience of dealing with sensitive and difficult situations to provide positive outcomes
 - Experience of engaging with the community and third sector to provide positive outcomes
 - Experience of bidding for and implementing funding applications and delivering projects
 - Strong ICT skills (Word, PowerPoint, Excel MS Teams)
 - Experience of implementing change is desirable.
 - Commitment to continuous professional development
 - Significant experience of partnership working
- **Expertise:**
 - Act as a role model for the Council's corporate behaviours
 - Ability to translate strategic plans into successful operation outcome which are responsive to the needs of the community and our visitors.
 - Political awareness and experience of operating in a politically sensitive environment
 - Ability to make decisions and take responsibility for actions
 - Demonstrate a positive, flexible attitude
 - Act with honesty and respect for others
 - Communicate and present in a clear and constructive way
 - Demonstrate excellent interpersonal skills: a strong networker able to build relationships with mutual confidence, honesty and respect

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Emotional resilience dealing with difficult emotionally charged situations in difficult circumstances.
- **Physical Demands:** Minimal
- **Working Conditions:** Minimal

Other Factors:

- Ability to travel across the Council area if needed to collaborate with colleagues within Westmorland and Furness.
- Full Driving Licence
- Access to a car
- Ability to work throughout the Council area, work outside normal office hours and participate in emergency planning