



Creating great homes together

Role Profile

Position

Community Safety Assistant

Reporting to

Safer Communities Lead

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- Unique opportunity to help us make a real difference as part of our Community Safety Service.
- Unique opportunity to help us achieve our customer experience ambitions - right service, right time, first time.
- Opportunity to contribute to service improvement and increase customer satisfaction.
- A fast paced, adaptable and highly collaborative environment.
- Agile working based at home, travelling to Magna sites and neighbourhoods as required.
- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- Commitment to Magna's values and behaviours.
- Working with customers and colleagues in an open and honest way.
- Contributing to high performance in our ASB, Domestic Abuse and enforcement activities.
- Being part of a culture with a focus on delivering excellent customer services.
- Right first-time approach to interventions and case management.

What you take care of

- Triage reports of Anti-Social Behaviour (ASB) appropriately to the right team.
- Advise customers reporting ASB on correct processes and reporting channels.
- Liaise with customers for updates on ASB cases and provide updates where needed.
- Liaise with agencies.
- Manage and respond to referrals and queries from domestic abuse meetings and forums.
- Support community safety officers in case management and legal work.
- Assist in compiling information for other teams for example complaints or governance, legal and risk.
- Ensure accurate and up to date records are kept.

What you need to be successful

- Excellent customer service skills and the ability to communicate clear and correct information.
- An ability to manage expectations and have difficult conversations.
- Ability to keep accurate and detailed records.
- Ability to take direction and supervision.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

Approved: