



Creating great homes together

# Role Profile

**Position**

**Community Safety Officer**

**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

- Investigate and resolve Anti-Social Behaviour (ASB), domestic abuse, safeguarding and unacceptable customer behaviour appropriately.
- 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.
- attend multi-agency meetings and contribute as necessary Manage and respond to referrals and queries from other agencies.
- Undertake case management and legal work (including preparing and presenting Injunctions and possession claims; up to and including eviction.
- Assist Safer Communities Lead in ensuring a high performing service is provided to customers and colleagues Assist in compiling information for other teams for example complaints or governance, legal and risk.

## What you need to be successful

- Excellent customer service skills and the ability to communicate clear and correct information.
- Problem solving skills Experience of using legal and non-legal interventions.
- Experience of multi-agency working an ability to manage expectations and have difficult conversations.
- Ability to keep accurate and detailed records and of using case management systems Ability to take direction and supervision.

## Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Pertinent prior work experience and background.