Role Profile – The What, The Where, The How

POSITION	Antisocial Behaviour Coordinator		
TEAM	Homes and Communities Theme	**LOCATION**	Coastline House
VERSION	1	**LAST UPDATED**	May 2026

THE PURPOSE OF THIS ROLE IS TO	To be the expert for Coastline on Antisocial Behaviour and the Good Neighbour Policy, ensuring that current good practice is maintained and provide help and assistance to others in the housing team. This post covers all areas of Coastline, including, Shared Owners, Leaseholders, Homeless Service and Extra Care. Help to deliver a proactive, person-centred anti-social behaviour (ASB) service that protects residents, sustains tenancies, and supports safe, cohesive communities. The role is responsible for the investigation and resolution of complex ASB cases across all tenure/customer groups at Coastline, using a range of legal and non-legal interventions in line with policy, legislation, and best practice. Deliver services that contribute to positive Tenant Satisfaction Measures outcomes and align with sector benchmarking and regulatory expectations.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

Case Management

1. Manage a caseload of complex and high-risk ASB cases from initial report through to resolution.
2. Conduct robust investigations including:
   - Interviewing complainants, witnesses, and alleged perpetrators.
   - Gathering evidence (statements, incident diaries, CCTV, professional reports.
3. Risk assess cases and implement safeguarding and victim support plans.
4. Support colleagues with advice with 'low level' ASB cases.

5. Maintain accurate, contemporaneous case records on the Customer Relationship Management (CRM) housing systems.

Person-centred approach

6. Act as the single point of contact for victims in serious cases for customers in general needs, homeless and Extra Care services.
7. Provide tailored support for vulnerable residents, including referrals to specialist agencies.
8. Apply the 'victim first' approach, ensuring regular updates and managing expectations.
9. Respond to ASB in line with policy, procedures, service standards, Coastline Plan, good practice and regulatory expectations, ensuring knowledge and learning is current and compliant.

Interventions & enforcement

10. Use a range of tools and remedies, including:
    - Warning letters and acceptable behaviour agreements (ABAs).
    - Mediation referrals.
    - Community Protection Notices (CPNs).
    - Civil injunctions.
    - Possession proceedings.
11. Prepare legal cases, including:
    - Drafting witness statements.
    - Attending court and case conferences.
12. Work closely with legal teams to ensure timely and effective enforcement.

Partnership working

13. Represent Coastline positively across all relevant groups, and build and maintain strong relationships with:
    - Police
    - Local authorities
    - Social services
    - Mental health and support agencies.
14. Participate in multi-agency meetings such as:
    - MARAC
    - Community safety partnerships.
15. Share intelligence appropriately in line with GDPR and safeguarding protocols.

Prevention & community engagement

16. Use data and insight to identify hotspots and trends to support early intervention strategies.
17. Deliver awareness initiatives to residents on ASB reporting and prevention.
18. Promote community cohesion and tenancy sustainment.

Performance & compliance

19. Meet KPIs relating to:
    - Case resolution times
    - Customer satisfaction
    - ASB reduction in our communities.
20. Ensure compliance with:
    - Housing policies – making any recommendations for changes as required.
    - ASB legislation (e.g., Anti-social Behaviour, Crime and Policing Act 2014).
    - Regulatory standards (e.g., Social Housing Regulator, Ombudsman expectations).
21. Carry out routine case audits to drive high standards of ASB case management and identify opportunities for service improvement.
22. Use data and insight prepare performance reports.
23. Encourage and support tenants and resident groups and attending meetings as required.

Person Specification – The Who	
PERSONAL SKILLS AND QUALITIES	At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who: • Demonstrates behaviours in accordance with Coastline's values: Put our customers first Be open, honest and accountable Value each other Strive to be the best • Is a member of the Chartered Institute of Housing or working towards qualification. • Understanding of and commitment to Continuous Improvement. • Good knowledge of Landlord and Tenant Legislation. • Good knowledge and understanding of Equality & Diversity legislation and issues.

	• Must be able to work outside normal office hours and attend evening meetings. • Has a full driving licence and a satisfactory **basic** DBS check. Some experience in the following would be an advantage: • Awareness and ability to maintain the reputation and robust image of Coastline Housing Limited. • Experience in giving presentations to Senior Management and/or Board. • Knowledge of setting and managing budgets. • Management qualification.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

Report to the Housing Manager

Responsible for the ASB service

CONTACTS

Internal

- All staff, Senior Management Group, Executive Team

External

Customers, councillors, contractors, Local Authority, the Police, Community Safety Team, Education, Health and Social Care, CAB, other Registered Providers, Mental Health Team

Coastline housing

disability confident LEADER

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