



Coventry City Council

Job Description

Job Title:	Community Safety Officer Apprentice	Job Number:	
Directorate:	Law, Governance & Safer Communities	Post Number:	
Services:	Community Safety	Grade:	Apprenticeship
Location:	One Friargate		

Job Purpose:

To support the Local Authority and Community Safety Partnership in delivering community safety activity across the city, including antisocial behaviour (ASB) casework, problem-solving, and partnership working.

The post holder will undertake a structured apprenticeship programme, developing the knowledge, skills, and behaviours required to contribute to reducing harm to victims and communities. The role will involve working under supervision, with increasing responsibility over time.

Main Duties and Responsibilities:

Community Safety & ASB Support

- Support the triage, investigation, and management of antisocial behaviour cases, ensuring timely and proportionate responses under supervision
- Assist in identifying vulnerable victims and contribute to safeguarding actions in line with policies and procedures
- Develop knowledge of antisocial behaviour tools and powers, and support their use in appropriate cases

Case Management & Administration

- Accurately record incidents, actions, and outcomes on case management systems in line with data protection requirements
- Assist in gathering information, preparing case files, and supporting enforcement or intervention activity
- Support the preparation and coordination of Antisocial Behaviour Case Reviews

Partnership Working

- Work alongside internal teams and external partners (e.g. police, housing providers, community safety partners) to support coordinated responses
- Attend meetings, briefings, and operational activity as required
- Support the coordination of partnership meetings and forums where appropriate

Projects & Initiatives

- Contribute to the delivery of community safety initiatives and projects
- Support awareness-raising activity, including community engagement, campaigns, and events
- Assist in monitoring and evaluating the impact of initiatives

Learning & Development (Apprenticeship)

- Undertake and successfully complete the requirements of the apprenticeship programme
- Actively engage in training, learning, and development opportunities
- Apply learning in the workplace to develop professional competence
- Work towards increasing independence and responsibility over the course of the apprenticeship

General Responsibilities

- Maintain awareness of community safety issues within the city
- Work in line with council policies, procedures, and professional standards
- Carry out any other duties appropriate to the level of the role

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	Nil	Responsible to:	Communities Lead
Date Reviewed:	March 2026	Updated:	March 2026



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Person Specification

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Location:	One Friargate		

Area	Description
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Knowledge:	Basic understanding of community safety, antisocial behaviour, or safeguarding (desirable)
	Awareness of relevant legislation or willingness to learn
	Understanding of confidentiality and information handling, or willingness to develop this knowledge.

Skills and Abilities:	Ability to communicate effectively with a range of people
	Ability to work as part of a team
	Willingness to learn and develop new skills
	Ability to follow procedures, guidance, and instruction
	Ability to organise tasks and manage time effectively
	Basic IT skills, including Microsoft Office

Experience:	Experience of working with people in a customer-facing, voluntary, community, or team environment (desirable)
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	Experience of teamwork or collaboration (including education or voluntary settings)
	An interest in community safety, crime reduction, or safeguarding

Educational:	GCSEs (or equivalent), including English and Maths
	Commitment to complete the required apprenticeship qualification

Special Requirements:	
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Date Reviewed:	March 2026	Updated:	March 2026
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