



Your Voice Matters

ASB Help PLEDGE and Partnership Manager

JOB DESCRIPTION AND PERSON SPECIFICATION

Responsible to: Chief Executive Officer

Job Purpose: To lead the delivery and promotion of the ASB Help PLEDGE programme across England and Wales, driving awareness, engagement and best practice in responding to anti-social behaviour (ASB). The role provides support and guidance to practitioners and victims, promotes and facilitates the ASB Case Review process, and leads the development and delivery of high-quality training and resources through both online and face-to-face learning.

Location: ASB Help does not have a fixed office, and this role is home based. Some travel for the role will be required in terms of PLEDGE certificate presentations, attending events, training, conferences, and team away days. Expenses will be reimbursed.

Employment: This role is part-time based on 21 hours per week. The holder of this role will also be expected to deputise for the CEO where necessary. Secondments from local authority, police or housing will be considered.

Appointment subject to successful DBS checks and references.

Permanent role.

Salary: Starting salary is £32,000 pro rata increasing to £35,000 on successful completion of a 6-month probationary period.

JOB DESCRIPTION

- Lead the ASB Help PLEDGE programme, including identifying and engaging appropriate organisations, promoting participation, managing the online PLEDGE CRM platform and resource hub, and overseeing the application and assessment process. Review policies and



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supporting documentation to ensure compliance with national best practice standards. Represent ASB Help at PLEDGE certificate presentation events as required.

- Develop high-quality website content, including case studies, articles, resources and best practice guidance for practitioners and victims.
- Build and maintain effective relationships with anti-social behaviour practitioners and key stakeholders to gather insights, share learning and support the development of content for the Practitioner Hub on our website.
- Provide non-legal advice and guidance to victims and practitioners on anti-social behaviour (ASB) via email and telephone, ensuring enquiries are effectively managed and recorded through the CRM system. Monitor and triage incoming enquiries, responding directly or allocating cases to appropriate team members, including providing cover during periods of absence.
- Monitor legislative, policy and sector developments to ensure information, resources and guidance provided by ASB Help remain current, accurate and relevant.
- Design and deliver training, presentations and workshops for a range of audiences, including practitioners, partner organisations and stakeholders. Represent ASB Help through conference speaking engagements and media appearances as directed by the CEO.
- Identify and develop opportunities for collaboration with practitioners, statutory agencies, community organisations and victim groups to advance ASB best practice and improve outcomes for victims.
- Identify emerging themes, trends and challenges affecting victims and practitioners and support campaigns and initiatives that promote improvements in policy and service delivery.
- Translate legal, policy and sector updates into accessible and practical information for publication on the ASB Help website and other communication channels.
- Represent ASB Help within the ASB Case Review process, serving as an independent panel member or chair for external agencies where appropriate.
- Represent ASB Help at local, regional and national forums, meetings and events, acting as an advocate for victims and promoting effective approaches to tackling anti-social behaviour.
- Support the financial sustainability of the charity by identifying opportunities to promote ASB Help's services, generate income and expand organisational reach and impact.
- Undertake any other duties commensurate with the responsibilities and level of the post.



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PERSON SPECIFICATION

Essential experience and qualities

- Current operational experience of managing and resolving anti-social behaviour (ASB) cases within a local authority, registered provider of social housing, police service, or similar organisation.
- Experience of working collaboratively with partner agencies and stakeholders to deliver effective responses to anti-social behaviour.
- Strong working knowledge of relevant ASB legislation, including the Anti-Social Behaviour, Crime and Policing Act 2014 and the Crime and Policing Act 2026.
- Excellent written and verbal communication skills, with the ability to communicate complex information clearly to a range of audiences.
- Experience of developing and delivering training, guidance, policies, procedures or other learning resources relating to anti-social behaviour.
- Proficient in the use of databases, CRM systems and online platforms, with experience of recording and managing information accurately.
- Confident presenter, with the ability to represent the charity at meetings, conferences, events and media engagements.
- Sound understanding of safeguarding responsibilities, vulnerability, risk assessment and victim-centred approaches.
- Ability to work independently without close supervision, manage competing priorities and use initiative while contributing positively as part of a team.
- Availability and willingness to work flexible hours.

Desirable experience and qualities

- Experience and knowledge of working practices at a strategic level.
- Knowledge of housing related legislation relevant to anti-social behaviour.
- Experience of developing partnerships, networks or collaborative projects at a local, regional or national level.

CLOSING DATE: 31st October 2026

Interviews to be conducted preferably in person however Teams (or similar) will be available if required in the week commencing 9th November 2026



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If you are interested in this role but are concerned about the hours or flexibility required, we would encourage you to still get in contact to discuss what you have to offer the role and the potential barriers to applying.

To apply or for more information please contact Harvinder Saimbhi at admin@asbhelp.co.uk for an application form.