

**ROLE PROFILE**

Role Title:	Police Community Support Officer
Rank/Grade:	A3 (non supervisory)
Job Family:	Operational
Reporting to:	Neighbourhood Sergeant
Main purpose of the role:	To be a visible foot patrolling representative of law and order, providing public reassurance and building confidence, whilst actively engaging with communities and getting others involved. To assist with the prevention of crime, disorder and ASB within the community, complementing the work of Police Officers by focusing on the six key strands of our Neighbourhood Policing model, with particular focus on the engagement elements which contribute to achieving the policing objectives.

Key Responsibilities

- Achieve 80% of time spent within policing locality addressing crime, anti-social behaviour and quality of life issues,
- Reduce crime and anti-social behaviour by conducting high visibility uniformed patrols, responding to calls for assistance and enforcement of local bylaws and summary offences, via fixed penalty notices.
- Intelligence led foot and cycle patrols of hot spots.
- Use of designated PCSO powers in response to crime, anti-social behaviour, disorder, fear of crime and quality of life issues.
- Provide support and post incident care to victims through follow up visits and regular contact.
- Intelligence gathering (both criminal and community) through interaction with the public, community groups, Key Individual Networks and partner agencies.
- Engage communities on local crime and activity to reduce crime and antisocial behaviour.
- Support investigation processes by conducting tasks such as scene preservation, securing of evidence, collection of CCTV, identifying witnesses, house to house enquires and providing reassurance as directed
- Utilise range of legislative tools to reduce crime and ASB, including evidence gathering in support of longer term problem solving; including ABC/ASBO breaches and the maintenance of accurate and timely records.
- Contribute towards Problem Solving and Crime Reduction initiatives, including but not limited to activities to develop youth diversion and working with partners to implement long term solutions

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
None	<ul style="list-style-type: none">• None

Entry Requirements

- Experience of working in a public facing role
- Proficient in IT Technology (databases, word, excel)
- Excellent communication and engagement skills
- Ability to complete the Level 3 Certificate in Policing (Police Community Support Officers), certified through City & Guilds with the expectation that this will be completed within 12 months of appointment.
- Full Clean Driving Licence

Any other General Requirements/Scope

- The post holder may be required to;
 - work from different locations other than the home station, this would usually be at neighbouring stations, however due to an exigency of duty there may be a requirement to work at other stations throughout the County.
 - use their own vehicle so business insurance will need to be organised by the individual.
 - use a Constabulary owned pedal cycle and as such must be willing and able to pass an assessment. (Training will be provided)
 - use public transport in order to carry out their duties
 - work additional hours which will be agreed in advance in line with the Police Staff Handbook.
- The post holder will be required to
 - work shifts.
 - be vetted, as advised by the vetting unit.
 - to undertake training as and when required.
 - to comply with health and safety requirements.
 - to pass an Emergency First Aid course

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment and fitness test. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments,
- There is a requirement for the role holder to meet the probationary objectives set.



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Personal Qualities (Behavioural Competencies)

Serving the public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.

Openness to change

Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.

Service delivery

Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

Decision making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with others

Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.