



ROLE PROFILE

Role Title:	Police Community Support Officer
Rank/Grade:	Scale 4
Job Family:	Other Support Roles
Reporting to:	Community Policing Team, Sergeant
Main purpose of the role:	To contribute to achieving the vision, purpose and values of Bedfordshire Police. The purpose of Bedfordshire Police is Fighting crime, protecting the public. Our style is Firm, Fair and Friendly. Police Community Support Officers contribute towards this purpose by maintaining a visible geographical presence amongst communities (Access) in their areas to reduce crime and Anti-Social Behaviour. They will put victims and the public at the heart of all that they do and work with Communities, Partners & Stakeholders to build enablers (Influence & Interventions) that sustain reduced crime and ASB and therefore create safer and confident communities. They will engage their communities and understand their issues, where practicable and reasonable to do so putting effective intervention in place and telling them what we have done on their behalf. (Answers)

Key Responsibilities

1. Putting victims of Crime and ASB at the heart of all that you do. Ensuring appropriate engagement with repeat and vulnerable victims also victims of Serious Acquisitive Crime and other crime categories as appropriate. Liaison with other internal police departments or agencies as required. (In line with relevant legislation , policies and procedures i.e. Operation Cocoon ,TFMV SOPs etc).
2. Be the Crime and ASB Reduction Neighbourhood Managers within your areas by undertaking high visibility patrols within your communities responding promptly to calls for service and dealing effectively with matters. Providing reassurance and promoting excellent customer service. Identify crime trends and put in place appropriate interventions.
3. Undertake effective, efficient and proportionate investigations into ASB and minor crime matters commensurate with PCSO powers. Attend to routine ASB appointments.
4. To be pro-active in the use of your powers to carry out minor enforcement activity proportionately and as appropriate to reduce Crime and ASB in your areas or as part of a specific operational need or Initiative.
5. Through personal observation and Engagement with your communities actively seek Intelligence / Community Information which "builds the picture" of who is offending, issues likely to raise levels of Threat, Risk and Harm against persons or property or could impact on Community Cohesion or become Critical incidents. Ensure such matters are submitted in a timely manner through existing process and /or Supervisors.
6. Work in Partnership with the community, relevant police departments and partner agencies to build confident communities through active problem solving (Scanning, Analysis, Response, and Assessment). Engagement with those communities and providing them with reassurance. Developing appropriate problem solving action plans to deal with local issues. Ensure proportionate visibility within local meetings and engagement structures.
7. Liaison and point of contact with Watch Schemes and Third Sector Organisations in your area e.g. Neighbourhood Watch, Street Watch, Horse Watch, Student Watch etc.
8. Be the ambassador between Bedfordshire Police and Local Schools in your area, in particular High Schools. Provide liaison and support to our Schools Liaison lead and engage frequently and effectively with staff, pupils and parents as appropriate on crime reduction and community safety matters.
9. Attend court or other hearings as required to provide evidence or information as required.
10. Compliance with the Code of Ethics: Principles and Standards of Professional Behaviour for the Police Forces of England and Wales.

These key duties and responsibilities are intended only as a guide to the main responsibilities of the post



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and are not intended to restrict the scope of the postholder to perform other duties. Additional responsibilities for the postholder may be agreed on an individual basis and recorded as part of the annual performance review role requirement.

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

Agile Working	To be confirmed
Psychological Assessment	To be confirmed
Return on Investment	To be confirmed
Limited Duties	To be confirmed

Entry Requirements
<ul style="list-style-type: none"> Must have a good standard of written and verbal communication for correspondence and reports, being able to engage with people face to face or over the telephone effectively and professionally. Ability to display a logical, clear thinking and decisive approach in a professional and understanding manner whilst obtaining and assessing information. Have an ability to problem solve issues. An ability to listen attentively, sympathetically and with empathy towards the public particularly victims of crime and Anti-Social Behaviour. Ability to deal directly with the public at all levels. Ability to work as part of a team or alone. IT literate, with a working knowledge of word, excel and other databases. Including an awareness of social media and ability to work and adapt to mobile technology. Ability to complete administration functions. Effective Time Management and organisational skills.

Any other General Requirements/Scope
<p>Line Managers should, through consultation with their staff, identify which "Effective Performance" elements of each activity are relevant to the role.</p> <p><u>Location:</u> Dedicated Local Policing Area or other Policing areas as required.</p> <p><u>Hours:</u> Full time/37 hours per week via a shift system, including weekends and public holidays as required. However, part-time working would be considered within the shift hours, dependant on business needs and demands.</p> <p><u>Training:</u></p>



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Must be able to successfully complete training in;

- First Aid
- If required to drive police vehicles in a non-response capacity training which will be provided and the Police Driving Test of which must be successfully completed
- National Decision Making Model / PCSO UDT
- In basic Problem solving Models such as (SARA) Scanning, Analysis, Response, Assessment

Personal responsibility will be expected to be displayed in the re-accreditation of any such training which is due to expire .To ensure vital skills are maintained

Physical:

Ability to undertake lengthy and sometimes lone foot patrol duties

Other:

PCSO posts can be placed anywhere within the county of Bedfordshire and should therefore hold a full clean driving licence and have access to a vehicle or be able to arrange own transport.

Become a positive role model and ambassador of Bedfordshire Police within your communities.

Are required to have a photograph taken for use in both internal and external publicity material.

Ability to realise the concept that everyone has two jobs - the professional job and improvement of the professional job.

Personal Qualities(Behavioural Competencies)

Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their



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specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.