

ROLE PROFILE

Role Title:	Special Constable
Rank/Grade:	Volunteer
Reporting to:	Special Sergeant
Main purpose of the role:	The Special Constabulary is a disciplined body which exists to support and supplement the regular police service not only in times of civil emergency and at public events, but increasingly in the performance of routine policing duties undertaken on behalf of a diverse and multicultural community.

Key Responsibilities

- Provide support to the regular police service in a range of policing activities, the majority of which will entail direct involvement in attendance at incidents, occurrences and events reported to the police by members of the public requiring advice or assistance. Some will also be identified through proactive patrol.
- Deal effectively and efficiently, in accordance with established police practice and procedure, with each incident or occurrence identified by, or reported to you. Take such action as is required, within the bounds of your knowledge and training, using such force as is necessary and reasonable in the circumstances. Your action may involve the arrest or reporting of offenders, and the subsequent expeditious preparation of incident reports and court files.
- Regularly attend training sessions designed to ensure that your level of knowledge in relation to police practice and procedure is up to date and relevant, and also attend regularly for operational duty as required by the policies of Bedfordshire Police then in being.
- Conduct all police duties to which you are assigned in an expeditious and diligent manner, acting without delay on the lawful directions of your supervisors and managers, referring to them at the first opportunity any issues requiring clarification, or which are outside your realm of knowledge or police experience.
- As a representative of the police service, conduct yourself with sobriety of conduct at all times, and avoiding any conduct which may bring yourself or the police service into disrepute, or which may be construed as harassment, oppressive conduct, or discriminatory in any way.
- In all your dealings with Police colleagues and members of the public, maintain strict confidentiality in relation to any items of police intelligence or personal information, which may become known to you, from whatever source.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
N/A	N/A

Entry Requirements

- A clear understanding of the role of the police service in a modern multicultural society
- A sound awareness of equality of opportunity and discrimination issues
- The ability to communicate effectively both verbally and in writing.
- Sound interpersonal skills.
- The ability to remain calm and under pressure.

Any other General Requirements/Scope

Be prepared to:

- Attend regular training sessions in relation to the role
- Regularly attends for duty as required by force policy.
- Work individually and as part of a team
- Work unsociable hours in support of the police service
- Meet short-notice calls to duty.

Obligatory Requirements

- Physically and psychologically fit to undertake the role
- Literate and numerate

Assessment of Performance in Role

Personal Development Review (PDR)

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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.