

# A SPECIAL WELCOME

YOUR JOURNEY TO  
BECOMING A HERTFORDSHIRE  
CONSTABULARY SPECIAL  
CONSTABLE



Be **extraordinary**

David Lloyd  
Police and Crime  
Commissioner  
for Hertfordshire



HERTFORDSHIRE  
CONSTABULARY

VOLUNTEER FOR SOMETHING  
**SPECIAL**



# A Special Welcome



**I'd like to take this opportunity to welcome you to the Special Constabulary as you take your first steps to becoming a Special Constable.**

Volunteering your time as a Special takes a great deal of dedication and commitment. You'll be on the front line of policing, working alongside regular officers, keeping our communities safe. There will be highs and lows, but it will be hugely rewarding and it's an experience like no other.

The core ethos of the Special Constabulary is that your special contribution should be needed, valued, developed, rewarding and enjoyable. This drives what we do. We value the time you give as a volunteer and want to ensure that you not only gain valuable skills and experiences from your shifts but also enjoy your time spent serving the public.

We work closely with Hertfordshire Constabulary to ensure that our resources are focused where they are most needed and we're working to achieve the same common goals of catching criminals and keeping people safe. You'll see this in action when you embark on your first shifts as a Special as you will be embedded within regular policing teams.

I wish you all the best with your journey through the recruitment process and welcoming you in person at your attestation.

**Special Chief Officer Mark Kendrew**

# Ordinary people make extra-ordinary Specials

This document has been designed to give you an overview of the recruitment and training process to join Hertfordshire's Special Constabulary.

You will find further information regarding eligibility, hints and tips for completing your application and what to expect from your training.

Information can also be found on our website: [www.hertspolicespecials.co.uk](http://www.hertspolicespecials.co.uk)

**The process to join the Special Constabulary consists of five main stages:**

- Online application
- Telephone Interview
- Assessment Centre
- Pre-Employment Checks
- Initial training

**The selection process is designed to test the personal qualities deemed suitable for the role of a Police Officer. These are constantly evaluated through the assessment process. The personal qualities are:**

- Being emotionally aware
- Taking ownership
- Being collaborative
- Deliver, support and inspire
- Being able to critically analyse
- Being innovative and open-minded

As a volunteer police officer you will need to be able to manage your existing commitments with your policing duties. Whether this is a paid job, family commitments, education or all three we know that your priorities will change over time. The Special Constabulary has a strong and supportive structure in place to ensure we help you balance your other priorities with policing.

## Key Contacts

The dedicated recruitment team will be happy to help and answer any questions about the Special Constabulary, application process and training.

You can contact her via email: [Specialsrecruitment@herts.pnn.police.uk](mailto:Specialsrecruitment@herts.pnn.police.uk)

Telephone: **01707 355055**

**01707 354628**

**01707 358655**

## Eligibility

To apply for the Special Constabulary, you must be 18 years old and a British Citizen, an EC/EEA National or Commonwealth Citizen or a Foreign National with no restrictions to live and work in the UK. You also need to have lived in the UK for the past three years and be able to provide address history.

Specific educational qualifications are not a requirement for this role.

If you have had any previous cautions or convictions please detail these on your application form. Dependent on the nature of the caution/conviction, this could lead you to be ineligible to apply.

Hertfordshire Constabulary welcomes applications from candidates with disabilities and will do all it can to make reasonable adjustments.

If you have been declared bankrupt, you will have to have been discharged for five years before you are eligible to apply. You will not be able to apply for this role if you have any outstanding CCJs (County Court Judgements).

You do not need a driving licence at the time of submitting an application to become a Special Constable, but it is preferable if you do have one.

All applicants must be in good physical and mental health. If you pass the Assessment Centre you will attend a full medical with our Occupational Health Team.

You will be required to visit an optician to ensure your eyesight meets the standards required to become a Special Constable.

Tattoos are not acceptable if:

- They undermine the dignity and authority of the office of constable are garish, numerous or particularly prominent
- They could cause offence to members of the public, colleagues and/or invite provocation. This would include tattoos that are; rude, lewd, crude, racist, sexist, sectarian, homophobic, violent or intimidating
- They display unacceptable attitudes towards women, minority groups, or any other section of the community, or alignment with particular groups that could be offensive to members of the community

Visible tattoos must always be covered while on duty.

The role of Special Constable is open to all applicants. However, certain occupations may mean that you are ineligible to apply for the role of Special Constable. These include, but are not limited to: the regular armed forces, traffic wardens/parking attendants, security/door staff, and on-road Highway Traffic Patrol Officers.

## The Role of the Special Constable

As a Special Constable you will have the same powers as a paid police officer. You will have the ability to remove an individual's freedom and will be carrying the full weight of the law and the responsibility that goes with it. Working as a Special requires commitment and the decision to join should not be taken lightly.

The role of a Special Constable is voluntary so there is no salary but reasonable expenses will be reimbursed. As a Special you must be able to give a minimum of 16 hours per month as duty time (approximately two shifts per month) but you will need to dedicate between 30 and 40 hours per month through initial training.

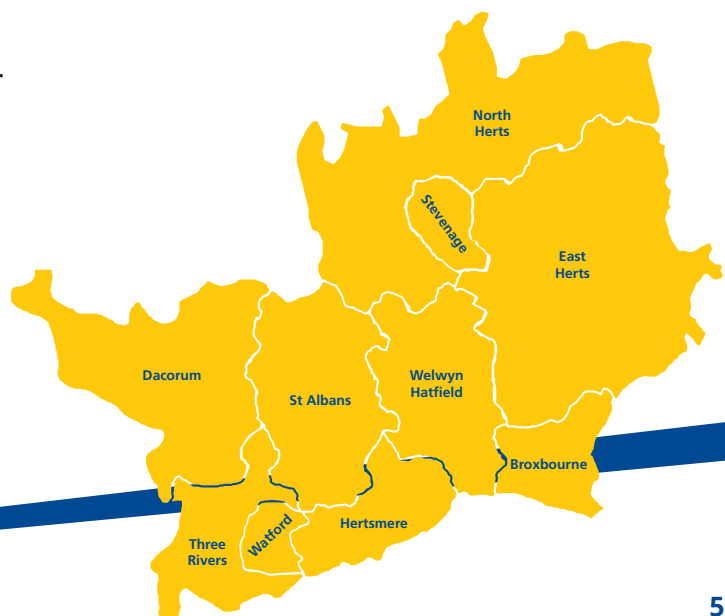
Most Specials work alongside colleagues on Intervention (999 response) teams across the county. Other duties can be carried out at events such as football matches, special operations and there are opportunities to work within specialist teams such as the Roads Policing Unit (RPU), the rural policing teams, Bail and Warrants, Public Protection Unit (PPU), Safeguarding and Case Investigation Team (CIT).

As a Special Constable you will be aligned to a regular team. You will be assigned a coach who will be a paid police officer working a five week shift pattern comprising of early, late and night shifts. You will need to work with your coach to match up their shifts with your availability and join them on duty.

The map below shows each Community Safety Partnership (CSP) within Hertfordshire. During the recruitment process you will be able to indicate an area of preference to work as a Special Constable.

## Stage One – Online Application

The first stage is to register your interest on our website – [www.hertspolicespecials.co.uk](http://www.hertspolicespecials.co.uk) – and you will be emailed a link to your application form.





You must complete the initial application form online. You may also be subject to preliminary vetting checks at this stage.

This is a chance for you to tell us your motivations for joining the Special Constabulary and what skills and experience you can bring to the role.

Remember that the person reading your application form does not know you so you will need to make sure your answers contain clear examples that are relevant to the question.

## Stage Two – Telephone Interview

If you successfully pass the online application you will be invited to take part in a 30 minute telephone interview.

The interview will be competency based and will test your personal qualities and values against those that are deemed suitable for a Police Officer. Familiarise yourself with the role profile included at the end of this booklet and the personal qualities listed as all questions will directly relate to these.

You will need to give clear and concise examples of a situation where you have demonstrated a particular value or personal quality.

Remember to describe how you dealt with the situation and what the outcome was.

Saying you are 'hardworking' or 'a good communicator' is not enough information. Instead, explain how you have shown that you possess these skills in a structured story. The toolkit below outlines the STAR format which should be used to help structure your evidence.

You can use examples from your work or social life, or of situations you have come across, it does not have to be police orientated but does need to demonstrate the qualities we look for.

### Toolkit

Use the **STAR** acronym to structure your evidence and provide one specific example for each of the questions:

**ST** - A brief description of the situation or task

**A** - Details of the actions YOU took - use action verbs

**R** - The results or outcome achieved

When talking about the results and outcomes remember to give clear examples and include any facts or statistics that strengthen your answer.

## Stage Three – Assessment Centre

If you pass the telephone interview you will be invited to attend an Assessment Centre. The Assessment Centre is split into two stages and only those that pass the first part will stay and move on to the second stage. You should be prepared to be at the Assessment Centre for approximately three hours.

**The first stage of the Assessment Centre will consist of:**

- A 30 minute group exercise
- Written exercise  
You will be given four witness statements to read regarding an incident. Using the information provided within the statements you will have to complete an incident report form and write an account capturing key information and any details you believe to be relevant.
- Face to face interview  
This will last 20 minutes and consists of 4 questions. This interview has been designed to test your motivations and values relevant to the role you have applied for.

## **The second stage of the Assessment Centre will consist of:**

- Biometric test (fingerprints and DNA)
- Completion of vetting forms, medical forms and references
- Intake date selection

## **Stage Four – Pre-Employment Checks**

**If you are successful at the Assessment Centre you will receive a conditional offer and we will start progressing with your pre-employment checks. These include:**

- Vetting
- References
- Medical

### **Vetting**

At this stage you will be required to complete a recruitment vetting e-form which will ask for details about you and those you live with. You will also be required to undertake biometric vetting, which involves your DNA and fingerprints being obtained. Further details will be provided at the time.

If you, or any of your associates, have any previous criminal convictions you must declare these on the vetting form. If the conviction does not relate to you and you are not aware of specific details please include any information you do have. Failure to disclose such information could lead to the termination of your application due to honesty and integrity.

### **Medical**

Candidates will be provided with a work health questionnaire that must be completed and sent directly to the Occupational Health Department. A full medical history must be disclosed as failure to do so may result in your application being rejected. Please complete the questionnaire carefully and thoroughly – if in doubt, disclose it.

Medical requirements for a Police Officer include a healthy Body Mass Index (BMI) and good eye sight.

The NHS advises that a BMI of 18.5 to 24.9 suggests a normal, healthy weight.

BMI standards for Police Officers are set by the Home Office. The current Home Office Circular 59/2004 outlines this as between 18 to 30. Applicants who do not meet this standard may find their application delayed and/or will not be appointed.

You will be required to provide an up to date record of your eye sight from your optician. You will need to be able to read down to the seventh line or further (equates to 6/6), with both eyes, corrected if necessary, and read down to the fourth line or further (equates to 6/12) with either the left or right eye. You also need at least 120 degrees horizontal field of vision. Abnormal colour vision may be acceptable in some cases, but those that can only see in black and white will be rejected.

### **Fitness test**

You will be asked to complete the bleep test: running between two lines (approximately 15 metres) in time with a series of bleeps. If you arrive at the end line before the bleep sounds you need to wait for the bleep before resuming running, adjusting your speed.

The timing between bleeps is slow at first but becomes faster as the test progresses. You will run until you can no longer keep up with the set pace. You will need to reach a minimum of level 5.4 to pass which equates to 35 shuttle runs over a time period of 3 minutes 35 seconds.

You will need a good general level of fitness to pass this test but can prepare beforehand if needed. Taking part in cardio or aerobic sporting activities for 30 minutes three times a week or more will help you prepare for the level of fitness required. Football, netball, swimming, squash or jogging are good activities to take part in.

Try jogging for 20 minutes or more and as you improve, increase the distance covered in that time. Alternatively jog a set distance from home and back again and try to reduce the time taken to cover the distance. If you are not used to exercise you should start with gentle sessions lasting no more than 15 minutes.

## Stage Five - Training

New Specials will take part in a 12 week blended learning programme. Blended learning will involve webinar learning sessions that can be accessed via PC and/or tablets as well as classroom based practical lessons (evenings and weekends) which will allow for consolidation of knowledge. You will be encouraged to self-learn and be directed to a portal of interactive learning materials which will include audio notes and electronic student notes

You will receive six days Personal Safety Training (PST) which may include weekdays. Attendance at all training sessions is mandatory so if you are in full time employment you may need to book annual leave to attend this training.

The other mandatory classroom based training which includes Safeguarding, role play scenarios and Airwave training, will be a mix of weekends, weekdays and evening classes. You will be notified of all dates at the beginning of your training.

**You will need to be able to dedicate a large amount of time to completing your training; roughly 30 hours per month for the duration of the course.**

Throughout your initial training you will be assigned a 'buddy' who is a member of staff to help you with any queries that may arise. This can range from keeping progress of your online learning record to uniform queries. Your buddy will make contact with you once you have been accepted on to the initial training and will be on hand to help until your attestation.

If you successfully pass your initial training you will be invited to an attestation ceremony where you will be sworn in as a police officer by a magistrate. Family and friends are also invited to the ceremony.

Once you have been attested you will be able to book on duty for your first shift as a police officer. You will be assigned a coach who will accompany you for each shift, teach you new skills and help you complete your Police Action Checklist (PAC). Your PAC consists of different areas of policing that need to be completed before you are signed off as Fit for Independent Patrol (FIP). These areas include arrest, stop search and traffic offences. Following your initial training and your subsequent integration into one of the policing teams, you will be in close contact with a coach and also be supported by your Special Sergeant and regular colleagues. There is a welcoming, supportive culture from regular colleagues in Hertfordshire Constabulary and you will soon feel part of the team, working within the community that you have chosen to serve.

You will never be patrolling on your own before you are FIP and even as a FIP officer you do not have to patrol alone.

Policing never stands still, so you are expected to keep yourself abreast of changing law, policy and procedure. There will be various duties and continued training events to assist with the on-going changes.



## Role Profile

Role Title:	Special Constable
Rank/Grade:	Special Constable
Reporting to:	Department Sergeant (i.e. Intervention/SNT) and Special Sergeant
Main purpose of the role:	To be an effective Special Constable working within a team of regular officers and capable of Independent Patrol.

### Key Responsibilities

- Under general supervision but often operating independently, to be responsible for the protection of life and property, the prevention and detection of crime and the maintenance of public order through a range of sworn powers in line with organisational standards.
- Conduct patrol responding promptly to calls and requests for assistance.
- Contribute to maintaining road safety dealing with traffic offences and assisting at collision scenes in accordance with legislation and Force policy.
- Conduct the initial investigation and scene preservation in accordance with the relevant investigation policies and legal requirements.
- Conduct initial Interviews with suspects, victims and witnesses in accordance with the law and with reference to the Victims Charter.
- Conduct searches on person(s), personal property, vehicles and premises.
- Work with the community partners and agencies to solve community problems.
- Contribute to public engagement activity at Neighbourhood level.
- Assist regular officers as tasked by the regular Sergeant to patrol in accordance with local objectives and contribute to tackling Local Priorities.
- Disrupt illegal activities of local criminals / PPOs / those responsible for anti-social behaviour and criminal behaviour
- Develop and increase the membership of Neighbourhood Watch.
- Make lawful arrests, report offenders and convey/present suspects into custody in line with force procedures, including completing pre-charge procedures.
- Utilise Force information management systems for gathering and submitting community intelligence/crime reporting), including PNC.
- Deal with property including evidence, exhibits, Lost/Found, Stolen) in line with appropriate guidelines and procedures.

Psychological Assessment	Not Required
Return on Investment	Not Required

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
None	None

### Entry Requirements

- A high degree of interpersonal skills with the ability to negotiate with and influence others.
- Experience of working with others.
- Clear, effective and concise communication skills.
- Ability to build and maintain effective working relationships (rapport and empathy skills) with people from diverse backgrounds.
- Ability to work as part of a team under strict time and resource limitations.
- Assertiveness, remaining calm and confident in difficult situations.
- Good judgement and ability to act logically.
- Ability to make and take personal responsibility for decisions

### Any other general requirements/scope

- The post holder should ideally have a full driving licence (business insurance needs to be organised by the individual) in order to undertake this role.
- The post holder will be required to work in different locations, as per operational requirements.
- Flexibility to work with dedicated team on a range of duties including weekday, evening and weekend duties and prepared to work in any part of the force area as directed.
- Must comply with the working hours required of a Special – minimum of 16 hours per month.
- Must comply with Working Time Regulations.
- The post holder will be required to work shifts.
- Must attend additional training as required.
- Vetting is required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

### Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.

## Personal Qualities (Behavioural Competencies)

### 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 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.

