



ROLE PROFILE

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| Role Title: | Police Community Support Officer |
| Rank/Grade: | A3 (non supervisory) |
| Job Family: | Operational |
| Reporting to: | Neighbourhood Sergeant via Safer Neighbourhood Co-ordinator |
| Main purpose of the role: | To be a visible foot patrolling representative of law and order, providing public reassurance and building confidence. To assist with the prevention of crime and disorder within the community, complementing the work of Police Officers by focusing on lower level crime, disorder and anti-social behaviour. To contribute to achieving the Force vision, purpose and values. |

| Key Responsibilities | |
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| <ul style="list-style-type: none"> Achieve 80% of time spent within Neighbourhood Team area addressing local problems, such as minor crime, anti-social behaviour and quality of life issues, by utilising the designated PCSO powers. 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. Targeted intelligence led foot patrol (and cycle patrol where appropriate) in designated areas including hot spots. Use of designated powers to compliment dealings with low level signal crimes, anti social behaviour, disorder and fear of crime. 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 and partner agencies. Update communities on local crime issues and activity undertaken in relation to crime, antisocial behaviour and Pledge Priorities. Support the investigation process by conducting tasks such as scene preservation, securing of evidence, collection of CCTV, identifying witnesses, house to house enquires and providing reassurance as directed by the Investigating Officer. Identifying individuals and gather evidence to facilitate ABC/ASBO's, maintaining an awareness of individual ABC/ASBO conditions to report breaches back to CSU (YCRO/ASBO Officer). Contribute towards Problem Solving and Crime Reduction initiatives, including but not limited to activities such as developing youth diversion activities and working with partners to implement long term solutions such as the provision of youth shelters, skate board ramps etc. | |

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

| Entry Requirements |
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| <ul style="list-style-type: none"> Experience of working in a public facing role Ability to complete the CLDP Neighbourhood Policing Level 3 Certificate in Management with the expectation that this will be completed within 18 months of appointment. Full drivers licence |

| Any other General Requirements/Scope |
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| <ul style="list-style-type: none"> The post holder may be required to work from different locations other than the home station. The post holder may be required to use their own vehicle so business insurance will need to be organised by the individual. The post holder may be required to use a Constabulary owned pedal bike and as such must have the ability to pass an assessment. The post holder may be required to work additional hours but this will be agreed in advance in conjunction with management & the post holder. The post holder will be required to travel/drive around the county to carry out some operational duties. The post holder will be required to work shifts. Vetting 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 |
| <ul style="list-style-type: none"> 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. 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.