



## ROLE PROFILE

|                                  |  |
|----------------------------------|--|
| <b>Role Title:</b>               | <b>Police Community Support Officer</b>  |
| <b>Rank/Grade:</b>               | <b>A3 (non supervisory)</b>  |
| <b>Job Family:</b>               | <b>Operational</b>   |
| <b>Reporting to:</b>             | <b>Neighbourhood Sergeant</b>  |
| <b>Main purpose of the role:</b> | 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. |

| <b>Key Responsibilities</b>  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Achieve 80% of time spent within policing locality addressing crime, anti-social behaviour and quality of life issues,</li> <li>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.</li> <li>Intelligence led foot and cycle patrols of hot spots.</li> <li>Use of designated PCSO powers in response to crime, anti-social behaviour, disorder, fear of crime and quality of life issues.</li> <li>Provide support and post incident care to victims through follow up visits and regular contact.</li> <li>Intelligence gathering (both criminal and community) through interaction with the public, community groups, Key Individual Networks and partner agencies.</li> <li>Engage communities on local crime and activity to reduce crime and antisocial behaviour.</li> <li>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</li> <li>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.</li> </ul> | <p>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</p> |

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

| Entry Requirements  |
|---|
| <ul style="list-style-type: none"> <li>Experience of working in a public facing role</li> <li>Proficient in IT Technology (databases, word, excel)</li> <li>Excellent communication and engagement skills</li> <li>Full manual driving licence</li> </ul> |

|                                 |                 |
|---------------------------------|-----------------|
| <b>Agile Working</b>            | To be confirmed |
| <b>Psychological Assessment</b> | To be confirmed |
| <b>Return on Investment</b>     | To be confirmed |
| <b>Limited Duties</b>           | To be confirmed |



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### 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.



## ROLE PROFILE

### 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.