

JOB DESCRIPTION

Job Title: Police Community Support Officer (PCSO)	
Job Family: Operational Support	Role Profile Title: BB2 Police Staff
Reports To: Police Sergeant or Neighbourhood Supervisor within Neighbourhood Policing team	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: contribute to the policing of neighbourhoods, primarily through visible engagement with the purpose of reassuring the public and working with communities and partner agencies to build resilience and tackle community safety issues at local level.

b. **KEY ACCOUNTABILITY AREAS:** Defines the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Engage in targeted, highly visible patrols to provide reassurance to the community and respond to incidents in line with their designated powers and remit.
2. Assist frontline policing with crime enquiries, maintain documentation and records as appropriate.
3. Work with Neighbourhood Policing colleagues and partner agencies to identify and problem solve local issues to build community resilience and work towards reducing demand.
4. Make appropriate use of designated powers to reduce vulnerability, safeguard the public, contribute to reduction of crime and gather / provide information for appropriate sharing to relevant stakeholders in line with agreed information sharing guidelines.
5. Act as point of contact to establish and develop forums within the community for individuals and groups. Facilitate engagement / interaction from community groups, individuals and partners, building relationships and networks with key stakeholders.
6. Provide reassurance and safeguarding support to victims of crime and other vulnerable members of the community ensuring effective signposting and referral to relevant support agency.
7. Work alongside colleagues and partners to contribute to the problem solving model of policing planning, to address community problems, issues or concerns.
8. Gather and submit community based intelligence to prevent and detect criminality at all levels to support early delivery of the Force Delivery Plan and Force priorities.

9. Attend court to act as a professional witness in the prosecution of offenders as and when required.

Additional Comments: The allocation of time to each key result area listed above will vary for an Apprentice within this role as they will be expected to spend approximately 20% of their time undertaking development, including time spent completing the PCSO Level 4 Apprenticeship.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

A PCSO will spend approximately 80% of their time as a visible presence within the community.

Appropriate and responsible use of PCSO powers. There can be exposure to unpredictable, and at times, volatile situations where quick time decision making will be required.

A flexible approach to work is necessary with a requirement to work shift patterns.

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

Competent PCSO

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. PCSO Level 4 Apprenticeship Qualification and / or a commitment to achieving a PCSO Level 4 standard qualification.	E
2. Proven ability to communicate effectively and appropriately in different situations across a diverse spectrum of people, including; verbally (Public Speaking / telephone) writing (formally / informally), individually, in groups, on social media and digital platforms.	E
3. Proven ability to develop and maintain productive working relationships with colleagues and members of the community whilst contributing positively and constructively in the achievement of team and organisation objectives.	E
4. Proven ability to work on own initiative, investigating problems, developing solutions and taking appropriate action to resolve.	E
5. Proven ability to deal assertively with difficult / confrontational situations (training provided).	E
6. Ability to patrol neighbourhood either on foot or by bicycle for long periods of time.	E
7. Ability to undertake physical Personal Safety Training (training will be given).	E
8. Willingness to undertake safeguarding / vulnerability awareness training.	E

9. IT Literate including recent use of Word processing, email and spreadsheet applications.	E
10. Must have capability to travel to different locations across the Force and undertake all assignments in a timely manner, being available to work some evenings and weekends, where required. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	E
11. Knowledge / understanding of the role of PCSOs within Neighbourhood Policing teams.	D
<p>Additional comments:* At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.</p> <p>Post holders will be required to provide fingerprints and DNA for elimination purposes in order to perform the position offered. DNA will be profiled and held on the Contamination Elimination Database (CED) and will be removed 12 months after termination of service. Fingerprints will be held on the Fingerprint Police Elimination Database PEDb and are removed at the termination of service.</p>	

Apprentice Entry Level / Non Competent with Transferable Skills

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Good standard of education with a GCSE Grade 9-4/A-C) or equivalent in English.	E
2. Committed to achieving a PCSO Level 4 Apprenticeship standard qualification and/or a commitment to achieving a PCSO Level 4 Standard Qualification.	E
3. Proven ability to communicate effectively in writing and in formal / informal situations, across a diverse spectrum of people both individually, in groups and on the telephone.	E
4. Proven ability to develop and maintain productive working relationships with colleagues and members of the community. Contributing positively and constructively in the achievement of team and organisation objectives.	E
5. Proven ability to deal assertively with difficult and confrontational situations (training will be given).	E
6. Ability to patrol neighbourhood either on foot or by bicycle for long periods of time.	E
7. Ability to undertake physical Personal Safety Training (training will be given).	E
8. Willingness to undertake safeguarding / vulnerability awareness training.	E
9. IT Literate including recent use of Word processing, email and spreadsheet applications.	E
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personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential *.	
11. Proficiency in basic numeracy for data interpretation and problem-solving.	D
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