

Special Constable Personal Qualities

Policing Professional Framework (PPF)

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.

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.

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.

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.

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.

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.