

Job Title: Police Community Support Officer	
Job Evaluation Number	A685

JOB DESCRIPTION

Job Title: Police Community Support Officer	Location: Various (see advert)
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 highly visible patrol with the purpose of reassuring the public, reducing crime and disorder, and working with communities and partner agencies to 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.
2. Assist Police Officers with crime enquiries, maintain documentation and records as appropriate.
3. Work with Neighbourhood Policing colleagues and partners to identify and resolve local issues and provide feedback on action taken.
4. Make appropriate use of designated powers to deter and resolve instances of nuisance, anti social behaviour and criminality; and use of traffic warden powers to contribute to maintaining road safety.
5. Develop links within the community as a point of contact for individuals and groups, maintaining a Key Individual Network (KIN) to ensure that engagement is representative of the diversity of the neighbourhood.
6. Provide reassurance and support to victims of crime and other vulnerable members of the community.
7. Work with Neighbourhood Policing colleagues and partners to organise and participate in crime prevention and reduction initiatives.
8. Gather and submit community based intelligence to prevent and detect crime / anti social behaviour.
9. Attend court to act as a professional witness in the prosecution of offenders.

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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

<i>Further Comments:</i>
▪ A PCSO will spend approximately 80% of their time as a visible presence within the community.
▪ High customer service expectations.
▪ Responsibility of appropriate use of PCSO powers.
▪ Can be exposed to unpredictable, and at times, volatile situations.
▪ High levels of public scrutiny.
▪ Quick time decision making.
▪ Flexible approach to work / ability to work a shift pattern.

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.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Proven standard of education including English language or literature at GCSE grade C or equivalent or above (e.g. English language level 2).	E
2. Proven ability to communicate effectively in formal / informal situations, across a wide spectrum of people both individually, in groups and on the telephone.	E
3. 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
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 and confrontational situations (training on tactical communications 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. IT Literate including recent use of Word Processing, Email and Spreadsheet applications.	E
9. Must have capability to travel to different locations across the Force and undertake assignments in a timely manner. A full UK driving license is considered an advantage - and is considered essential in more rural areas.	E
10. Knowledge and understanding of the role of PCSOs within Neighbourhood Policing teams.	D

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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.

Problem Solving: All role holders are confronted regularly with problems, they are presented with new or unusual situations, demands or challenges, or something has gone wrong and has to be sorted out.

The problems that have to be dealt with in carrying out this role include:

1. Liaising closely with support departments such as Local Intelligence and Crime Reduction and partner agencies to ensure they deliver a service to the community.
2. Dealing with potentially unhappy members of the public and be resilient in their dealings with them, e.g. when confiscating alcohol from youths or issuing fixed penalty tickets.

Planning: Refers to any problems that may be met in planning because of the unpredictability of the workload or the time scales over which plans have to be made.

The role involves the following planning activities:

1. Able to follow a plan of work allocated to them by their Sergeant or Neighbourhood supervisor.
2. Planning the time frames for each area of work to be completed, making alternative plans and keeping customers informed when delays are encountered.
3. Working on own initiative, expected to plan, manage and prioritise some aspects of their workload, without constant reference to their line manager.

Freedom to Act: Describes the scope the role provides to act independently without seeking prior approval from the manager or colleagues.

The degree to which the role provides freedom to act is as follows:

1. Working as part of a team and therefore support each other to manage peaks in workload, with minimal reference to their line manager.
2. Identifying and implementing solutions to day-to-day issues, with minimal reference to their line manager.
3. Planning, managing and prioritising their own workload in order to deliver a service to the customer, without constant referral to line managers.

Interpersonal skills: Describes the ways in which the job relates to people and uses interpersonal skills.

The role involves exercising interpersonal skills as follows:

1. Communication with colleagues, customers, community groups and managers in respect to community issues and problems to be resolved.
2. Being able to work with others as part of a team to ensure the service is delivered to a high

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quality.

3. Building and maintaining relationships with community groups and individuals.

Communicating: Indicates what sort of communications are made in carrying out the role, the format (oral or written), the purpose and frequency and to whom they are addressed.

The role involves communicating to people as follows:

1. Communication with colleagues, partners and members of the community, keeping people informed of neighbourhood policing priorities and activities.

2. Written communication to customers and colleagues to in order to pass on information or advice.

3. Production of written communication to be used for intelligence or evidential purposes.

Signed..... Date.....

Print Name.....