

JOB PROFILE

POST TITLE:	Police Community Support Officer
GRADE:	C
DIRECTORATE:	Local Policing
RESPONSIBLE TO:	Safer Neighbourhood Policing Sergeant
JOB PURPOSE:	To work within identified communities to enhance safer neighbourhoods and provide reassurance in order to reduce both crime and the fear of crime

MAIN RESPONSIBILITIES:

1. Conduct high visibility uniform patrol in accordance with the National Intelligence Model (NIM)	
2. Act as a focal point for the community, acting as a problem solver	
3. Support regular police officers and community groups in building and maintaining community relations by providing a service that is responsive to local needs	
4. Use powers of enforcement in a discretionary manner to enhance the quality of life of local residents	
5. Provide co-ordination of crime prevention advice and techniques	
6. Act as a focal point for the collection and appropriate dissemination of intelligence in line with the NIM	
7. Develop strong working relations both inside and outside of the police service and with partner agencies to achieve common goals	
8. To undertake the duties of a Traffic Warden only in relation to exercising the power to deal with Obstruction Offences.	
9. Ensure integrity, fairness and consideration or the needs of others are incorporated into the daily duties and relationships with colleagues	
10. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
Special Conditions:	The focus of these duties may vary according to the specific posting (e.g. Safer Schools).

	The duties of this role involve Shift working, prolonged periods of walking and cycling and a requirement to wear a uniform and protective clothing. The post holder must hold a current, full clean driving licence.
Security level:	Counter Terrorist Check

PERSONAL QUALITIES LEVEL: Practitioner

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.

PERSON SPECIFICATION**Knowledge:**

- Grade A-C GCSEs (or equivalent) in English and Mathematics

Experience:

- Dealing with members of the public including dealing with confrontational and conflict situations
- Gathering and analysing information in order to solve problems

Key Skills:

- Good customer service skills and excellent interpersonal skills
- IT Literate
- Ability to work on own initiative