



POLICE COMMUNITY SUPPORT OFFICER
Job Description

Grade	Scale 4
Department	Response & Reassurance
Line Manager	Safer Neighbourhood Sergeant
Scope	<p>The fundamental role of the PCSO is to contribute to the policing of neighbourhoods, primarily through highly visible patrol with the purpose of reassuring the public, increasing orderliness in public places and being accessible to communities and partner agencies working at local level.</p> <p>Location Forcewide</p> <p>Working Patterns Shift Pattern</p>
Special Conditions	<p>The post occasionally involves work outside normal working hours.</p> <p>Security vetting procedures for the post RV</p> <p>Medical clearance procedures for the post (above standard)</p> <p>Requirement to wear uniform</p> <p>Occasional requirement to work in different locations</p> <p>Requirement to undertake refresher training as and when required</p> <p>POLICE OFFICERS ONLY: Requirement to undertake operational policing duties as instructed / required.</p>
Main Responsibilities :	<p>To improve community confidence in the Police. To assist public reassurance by maintaining a highly visible presence in an assigned community or area.</p> <p>To engage with community & partners, using a citizen focussed approach to deliver services in accordance with the needs & priorities of our communities.</p> <p>To engage in targeted patrol and the use of powers as necessary to address and deter instances of criminality, disorder and anti-social behaviour.</p> <p>To participate fully in the collection of and any planned response to Community Intelligence that will feed into the National Intelligence Model enabling our activity to be intelligence led and targeted.</p>

NOT PROTECTIVELY MARKED

	<p>To work with others to tackle environmental matters falling within the police remit.</p> <p>To provide advice and support to victims of crime and other vulnerable members of communities.</p> <p>To be a point of contact and liaison for community groups.</p> <p>To proactively engage with communities & partners to solve local neighbourhood problems of crime and disorder, seeking lasting solutions.</p> <p>To utilise IT systems to support their operational role.</p> <p>To assist at an agreed schedule of public and partner meetings/forums, with a view to engaging the community.</p> <p>To produce personal statements, as required, maintain pocket notebooks and issue fixed penalty tickets and maintain such records as required.</p> <p>To engage with key stakeholders within the community keeping them up-to-date with issues and activity, harnessing their energy and involvement.</p> <p>To be deployed to appropriate incidents as tasked within local Safer Neighbourhood Team Areas to support safer neighbourhood objectives.</p> <p>To promote and comply with policies on Equal Opportunities and Health and Safety both in the delivery of services and the treatment of others.</p> <p>This role profile indicates the key activities of the post and does not restrict the post holder from performing other duties. Additional duties may be agreed on an individual basis and recorded in the Performance Development Review (PDR).</p>
<p>Essential Skills, Qualifications and Experience :</p>	<p>Ability to work on own initiative, or as part of a team with minimal supervision.</p> <p>Good interpersonal and problem solving skills.</p> <p>High levels of numeracy and literacy.</p> <p>Good IT skills.</p> <p>High levels of customer service.</p>

Role Profile : Police Community Support Officer
Date created : 13/03/2008
Last updated : 21/09/2012