



Role Profile

C3889 S4 Police Community Support Officer (Designated)

Role Description

The fundamental role of the PCSO is to contribute to the policing of neighbourhoods through visible patrol with the purpose of reassuring the public, increasing orderliness in public places, being accessible to communities and working at a local level with partner agencies.

To assist in reducing crime and the fear of crime in our communities. Engage with our local communities and support the Police and Crime Commissioner's priorities and local policing area plans, in accordance with Public First, Partners and Communities Together (PACT) and local policing strategies.

Main Responsibilities

- To provide high profile, high visibility patrols in the community and pursue opportunities to make contact and build relationships with all sections of the community, including supporting Police Officers and acting as a facilitator for other services and partners.
- To enforce designated powers as outlined in the Police Reform Act 2002 (and amendments) and enforce the provisions of Traffic Warden powers (when authorised).
- Drive and operate Community Contact Vehicle and deal with members of the public contacting the vehicle, taking the appropriate level of action or response in accordance with force procedures and relevant legislation.
- To participate in intelligence led pro-active policing of the sector, building on local knowledge, observation and targeting in order to support local and force initiatives to assist in reducing crime and the fear of crime in the community.
- To respond promptly and assist Police Officers to take control of incidents by providing appropriate support and attend court and give evidence in accordance with legislation.
- Work with Beat Managers to assist in the promotion and co-ordination of Neighbourhood Watch, community safety and other schemes and develop services in light of local need and expectations.

Rank\Scale

Scale 4

Reports To

P3604 Neighbourhood PS (tasked by P3704 Beat Manager)

Supervisory Responsibility

None

Additional Information

Avon and Somerset Constabulary are committed to the principles of Equal Opportunities for all and welcome applications from minority groups including disabled people.

Reasonable adjustments

Following consideration, reasonable adjustments will be implemented to enable disabled staff covered by the provisions of the Equality Act to undertake the core duties and responsibilities of a post in line with the Equality and Human Rights Commission (EHRC) guidance and code of practice on employment.

Additional Responsibilities:

You may be required to perform other duties which are not necessarily specified on the role profile, but which are commensurate with the responsibilities of the role holder.

Security Vetting:

It is the policy of the Avon & Somerset Constabulary to conduct security checks on all staff in line with the National Vetting Policy.



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Experience and Qualifications

The postholder should be computer literate and will have excellent communication skills (both verbal and written) with experience of influencing people face to face, sometimes in confrontational situations. The postholder will also be able to prioritise workloads and deal with competing demands.

Previous experience of working in the community and experience of team working would be advantageous.

There is a requirement to travel within the Constabulary as part of the role; therefore a current driving licence would be desirable, accompanied by the willingness to become an authorised force driver

This post has been designated as requiring the following vetting levels in accordance with the National Vetting Policy - Police Recruitment Vetting (RV) And National Security Vetting - Counter Terrorist Check Level (CTC)

Shortlisting

Skills

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Core Values	Impartiality	Practitioner	Behaviours: <ul style="list-style-type: none"> •I take into account individual needs and requirements in all of my actions •I understand that treating everyone fairly does not mean everyone is treated the same •I always give people an equal opportunity to express their views •I communicate with everyone, making sure the most relevant message is provided to all •I value everyone's views and opinions by actively listening to understand their perspective •I make fair and objective decisions using the best available evidence •I enable everyone to have equal access to services and information, where appropriate 	No



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Core Values	Integrity	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> • I always act in line with the values of the police service and the Code of Ethics for the benefit of the public • I demonstrate courage in doing the right thing, even in challenging situations • I enhance the reputation of my organisation and the wider police service through my actions and behaviours • I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations • I am open and responsive to challenge about my actions and words • I declare any conflicts of interest at the earliest opportunity • I am respectful of the authority and influence my position gives me • I use resources effectively and efficiently and not for personal benefit 	No
Core Values	Public Service	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> • I act in the interest of the public, first and foremost • I am motivated by serving the public, ensuring that I provide the best service possible at all times • I seek to understand the needs of others to act in their best interests • I adapt to address the needs and concerns of different communities • I tailor my communication to be appropriate and respectful to my audience • I take into consideration how others want to be treated when interacting with them • I treat people respectfully regardless of the circumstances • I share credit with everyone involved in delivering services 	No
Core Values	Transparency	Practitioner	<p>Behaviours:</p> <ul style="list-style-type: none"> • I ensure that my decision-making rationale is clear and considered so that it is easily understood by others • I am clear and comprehensive when communicating with others • I am open and honest about my areas for development and I strive to improve • I give an accurate representation of my actions and records • I recognise the value of feedback and act on it • I give constructive and accurate feedback • I represent the opinions of others accurately and consistently • I am consistent and truthful in my communications • I maintain confidentiality appropriately 	No



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<p>Intelligent, Creative and Informed Policing</p>	<p>We analyse critically</p>	<p>Practitioner</p>	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	<p>No</p>
<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We are collaborative</p>	<p>Practitioner</p>	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	<p>No</p>



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<p>Resolute, Compassionate and Committed</p>	<p>We are emotionally aware</p>	<p>Practitioner</p>	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	<p>No</p>
<p>Intelligent, Creative and Informed Policing</p>	<p>We are innovative and open-minded</p>	<p>Practitioner</p>	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	<p>No</p>



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<p>Inclusive, Enabling and Visionary Leadership</p>	<p>We deliver, support and inspire</p>	<p>Practitioner</p>	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>	<p>No</p>
<p>Resolute, Compassionate and Committed</p>	<p>We take ownership</p>	<p>Practitioner</p>	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	<p>No</p>

NOS

NOS Unit	Unit Name	Unit Description