

JOB DESCRIPTION



Role title:	Police Community Support Officer (PCSO)
Grade and salary:	<p>Grade D (£19,452 - £23,406)</p> <p>Successful applicants would normally be appointed on the bottom of the salary range. Exceptions may apply.</p> <p>You will receive 14% shift allowance after the initial 5-week training.</p> <p>You will work 34.25 weekend hours per month, for which you will receive an enhancement of 50%.</p>
Hours:	37 hours per week. Shift pattern covers 8.00am to 12 midnight, seven days per week
Department or Division:	Operational
Location:	Primarily Derby City, South Derbyshire and Amber Valley with occasional vacancies in the North of the County
Post reports to:	Police Community Support Officer Supervisor
Suitable for job share or part-time:	Yes, subject to organisational requirements. Please note that the initial training (5 weeks) must be done on a full-time basis.
Other considerations:	<p>All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.</p> <p>Shift work, flexible location, uniform, patrol. See below for details.</p>
Date last reviewed:	May 2022

OTHER CONSIDERATIONS – FURTHER DETAILS:

- Shift work is required, between 8.00am and midnight, seven days a week on a rotating shift basis. Some hours either before 8.00am or after midnight may need to be undertaken to meet operational needs.
- You will be allocated a location when you are appointed. You need to be flexible to work at other locations on either a temporary or permanent basis, in response to changing demands for our service.
- A uniform (including stab vest) and protective outdoor clothing will be provided and must be worn.

- Visible patrol in uniform is the core element of the role, at all times. You may be required to patrol alone at all times, including during hours of darkness.
- PCSOs are required to have an on-line presence on social media and for photographs and information to be available to the public on-line (subject to risk assessment).
- A driving licence is not an essential requirement for all of our PCSO vacancies, but will be needed in some locations. Candidates who are unable to drive will only be offered a position in city/town centre locations where the role can be carried out without the need to drive; it is a requirement of the role that candidates make their own travel arrangements to get to and from work, including shifts during unsociable hours, to whichever location they are assigned to.
- The start date of the role is expected to be September 2022. Applicants will be required to attend a five-week training course and must be available every day (Monday to Friday) during that period. Candidates who are unavailable for any day(s) of the training period cannot be appointed. Candidates should also be aware that the training will be held in either Ripley or Chesterfield and they will be required to travel to that location daily during the five-week training period.

PURPOSE AND DESCRIPTION OF JOB ROLE:

Police Community Support Officers (PCSO) act as a key liaison point between local communities and policing. Publicly facing, they provide a visible, accessible and approachable uniformed presence in the community to offer reassurance, defuse situations with threats of conflict, improve confidence and trust, gather information and foster good community relations.

This role holds designated PCSO legal powers of enforcement in line with local Force requirements to support the successful resolution, prevention and deterrent of local crime. PCSOs are also expected to respond to a wider range of non-criminal issues that contribute to vulnerability and safety within the community. They will be expected to act with discretion, making appropriate use of their designated powers and acting within Force guidelines.

SPECIFIC ROLES AND RESPONSIBILITIES:

- PCSOs will patrol on foot, in uniform, to provide a highly visible policing presence in communities. PCSOs will get to know their allocated area and its residents and will focus on long-term problem solving to reduce crime and anti-social behaviour in their area as well as improve community confidence.
- Develop close working relationships with key community bodies such as local councils, schools, housing associations and community organisations, to gather and provide information, support the vulnerable, promote community cohesion, and identify and tackle issues such as anti-social behaviour.
- Develop effective relationships with individuals, including people who are vulnerable and at risk, across the community, providing support and guidance to identify root causes, assess needs, prevent crime, respond to concerns and build trust in policing.
- Whilst patrolling, PCSOs will deal with incidents they encounter and will be responsible for enforcing law on the streets, calling on police officer colleagues where needed. In such instances, PCSOs will support Police Officers in initial front-line response to incidents enabling resolution to and/or preventing escalation of low-level offending in line with their designated powers and remit, to ensure immediate public safety.
- Engage with the public by conducting house-to-house enquiries in order to identify issues affecting local residents as well as giving appropriate crime prevention advice.

- PCSOs will promote Derbyshire Alert to the public, both by encouraging residents to sign up and by creating and distribute interesting and relevant material via the system. PCSOs will also make good use of organisational social media profiles to communicate with their communities.
- As a key element of the role is upon crime prevention and long-term community development, we are looking for candidates who are happy to make a long-term commitment to the role.
- Support the implementation of problem solving and evidence based policing initiatives by championing and applying relevant methodologies and approaches to the area of work.

SKILLS AND EXPERIENCE REQUIRED:

Eligibility Criteria:

- Candidates must be 18 years old by 1st May 2022
- Candidates must be available to work between 8.00am and midnight, seven days a week
- Candidates must be willing to patrol alone, including lone patrol during the hours of darkness
- Sufficient fitness to patrol the streets on foot or bicycle for long periods of time and in all weather conditions
- To be educated to Level 2 English (GCSE Grade 9-4) (A-C) or equivalent, or to be able to demonstrate the use of English Language to that standard
- To be educated to Level 2 Maths (GCSE Grade 9-4) (A-C) or equivalent qualification

Essential:

- Give an example of a time when you have used excellent communication skills to build a rapport and/or establish good relationships with people
- Explain your understanding of the current policing trends and issues both in Derbyshire and nationally. Provide examples of what you think they are
- Describe a time when you have had to deal with upset, aggressive or confrontational people and how you have used tact, diplomacy and assertiveness to defuse conflict.
- Provide an example of a time when you have gathered information from various sources to prepare concise written information or a report
- Give an example of a time where you have worked on your own initiative to identify and investigate a problem/issue. Explain how you implemented the solution to this problem/issue and the overall outcome
- Provide an example of where you have delivered accurate and concise spoken information
- Describe a time when you have worked with little or no supervision, to effectively prioritise your work to ensure competing demands/deadlines were met. What did you do and how did you accomplish this?
- Explain your experience of working or liaising with a range of organisations and/or individuals. Give an example of how you came together to achieve a common goal

Desirable:

- Experience of working with legislation or within a regulatory framework, or understanding of legislation/regulation gained through study.
- Full manual driving licence to enable travel around the allocated area at times when public transport may not be available.

- Experience gained through working in a community-based activity in an employed or voluntary capacity.

PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem solving and innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating and influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

Personal development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational and technical awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.