



## **Job Description**

**Title: Police Community Support Officer**

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<b>Post Number:</b>	RR048
<b>Grade /Scale:</b>	Grade 3-4 £20,118 - £24,156 SCP 10-17 (+14% shift allowance for evening and weekend working)
<b>Weekly Hours:</b>	37
<b>Department:</b>	Operational
<b>Responsible To:</b>	NPA Sergeants and Inspector. Operational day to day management through the management team.
<b>Job Role/Purpose:</b>	To provide a highly visible patrol presence, both on foot and in vehicles, to support policing operations, to work with partners to problem solve and to provide re-assurance to members of the community.
<b>Health and Safety:</b>	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
<b>Contacts:</b>	Chief Officers, Police officers, Chief Officers from all other UK Forces, other public service organisations, local businesses, suppliers, external consultants and advisors, MPs, Community leaders and members of the public.
<b>Equality and Diversity:</b>	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people.

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### **Person Specification**

#### **Knowledge, Skills & Abilities**

##### **Essential Criteria**

*A clear definition of the necessary criteria.*

##### **Knowledge/ Education** (including qualifications):

- To be educated to GCSE Grade C/Level 4/5 in English Language or equivalent, or to be able to demonstrate use of English Language to that standard.

##### **Work Experience:**

- Demonstrate experience of using effective communication skills with members of the public, particularly in confrontational situations.
- Demonstrate by example effective writing skills to basic report writing standard.
- Demonstrate by example experience of self-motivation and working on own initiative.

- Demonstrate an ability to make decisions based upon available evidence and an ability to adopt a highly flexible approach to problem solving within a multi-disciplinary team environment.
- Demonstrate by example effective team working.

#### **Personal/Interpersonal Skills, Aptitudes:**

- Demonstrate by example excellent interpersonal skills and an ability to build effective working relationships.

#### **Special Skills:**

- To be physically fit enough to walk a community beat and stand for long periods of time unaided in all weather conditions.
- Complete in-house officer safety training which involves physical exertion & contact with other persons and to lift and carry heavy objects such as temporary traffic signs and equipment. To be tested at medical stage. (Reasonable adjustments will be considered in line with the Equality Act 2010)
- To have a standard of eyesight sufficient to qualify to hold a basic grade force driving authority. As part of the recruitment process you will be required to undertake an eyesight test.
- To hold a full manual driving licence for cars and be willing to drive a vehicle owned by Leicestershire Police (Reasonable adjustments will be considered in line with the Equality Act 2010).

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

#### **Desirable Criteria**

*Where available, elements that contribute to improved / immediate performance in the job.*

#### **Knowledge/Education (including qualifications):**

##### **Work Experience:**

- Have previously been employed in a job having regular contact with the public.
- Have previous experience of report or letter writing, or the maintenance of written records, either in the workplace or elsewhere.

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

## Core Responsibilities/ Accountabilities

### General:

- To maintain and develop contacts within the community in order to gain information and intelligence in support of current and future policing operations, and particularly in relation to burglary reduction initiatives and anti-social behaviour.
- To provide a first point of contact with members of the community seeking assistance, advice or re-assurance, in order to provide the level of service requested by the community as allowed by legislation and training.
- To undertake follow up visits to victims to provide reassurance and to take proactive steps to reduce likelihood of repeat victimisation e.g., completion of crime prevention surveys.
- To take basic statements and conduct minor crime enquiries in accordance with their training.
- Shift work is required between the hours of 0800-2300, seven days a week on a rotating shift basis.

*\* Reasonable adjustments will be considered under the Equalities Act 2010.*

## Personal Values /Competencies

The competency and values framework set out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non-policing roles see here: [Competency and Values framework](#)

We analyse critically  
We are innovative and open-minded  
We are emotionally aware  
We take ownership  
We are collaborative  
We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do:

Integrity  
Impartiality  
Transparency  
Public Service

## Other

**Security Check Levels refer to vetting for the specific levels that relate to this job role:**

- 1) Recruitment Vetting (RV)