



Leicestershire Police

FAQ's

Want to
#MakeADifference
in your community?

Become a
PCSO



1. Is there a minimum age limit?

You must be 18 years old. This is because some of the legal powers you will be given can only be allocated to people who are aged 18 or above.

2. Is there an upper age limit?

There is no upper age limit for PCSOs.

3. Do I have to do a fitness test?

Currently, you will need to undergo a medical screening process with our internal Occupation Health Unit, but there is no fitness test. However, bear in mind that you need to be fit enough to spend all day every day on your feet, out and about in your area. The medical assessment checks include, Body Mass Index (BMI), eyesight test, colour vision, lung function and hearing.

4. Do I need any qualifications?

Part of the essential criteria is 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. Individuals also need to demonstrate examples of work and personal experience to meet the essential and desirable criteria.

A full manual driving licence is required at the point of application.

5. What shift patterns do I work?

Shift work is required between 8am and 11pm, seven days a week on a rotating shift basis. Some hours either before 8am or after 11pm may need to be undertaken to meet operational needs, with appropriate notice. You will also be required to work bank holidays.

6. Will I get into the regular force easier?

As the role of PCSO is very different to the role of a regular force officer, there is no natural progression or easy entrance into the regular force.

7. Do I have to be posted where I live?

Applicants need to be aware that they will be expected to serve within the county of Leicestershire. However, every effort is made to take personal needs and circumstances into account where possible. It is worth noting that there will need to be a balance between personal and organisational needs.



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8. How many hours do I work?

The designated hours for a full-time PCSO are 37 per week.

9. Can I work part time?

Part time applications are accepted; however, the 6-week training course needs to be undertaken on a full time basis. The course runs Monday to Friday, and a full day must be worked each day.

Upon completion of the course, you will be assigned to a place of work on a normal shift pattern.

We would ask that you request to work part time after your interview, you will still be required to work across the full set of shifts and work a pro rata of weekends. Once we have your request, we can review the number of hours that you can work this will then be considered and although we will make every effort to meet your hours, it will depend upon the particular operational requirements of the Neighbourhood Policing Area.

10. What is the annual leave entitlement?

All new starters are entitled to 23 days per year.

11. Will I be working on my own/partnered?

A lot of the work of a PCSO is done alone, although there may be times when you are partnered or in a group.

12. What are the development opportunities available to me?

As the role is so varied, you will have the opportunity to attend many different situations and work on different areas within your Local Policing Team. There are also plenty of self-developmental opportunities within the force, such as potential support for studying. If you do want to move on from the role of PCSO then there are many other opportunities available in the force, all support staff roles will be open for you to apply for and the role of police constable when we open for recruitment.

13. What equipment will I have?

You will be provided with a uniform and items such as body armour, radio, torch, and a personal issue mobile. You will not be provided with any of the specialist equipment that is assigned to regular force officers.

14. Do I wear a uniform?

Yes, there is a specialist PCSO uniform that will be supplied during the 6-week training period at headquarters. You will be required to supply your own boots.

15. How long is the training?

Successful candidates will be required to attend a six-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 is held at Police Headquarters, Enderby, Leicestershire, and they will be required to travel to that location daily during the training period. A period of 6 weeks 'in company' training will follow, at your assigned station. Any pre-booked leave, including paternity, maternity and adoption leave after training and during the 6 weeks 'in company' period must be disclosed during the pre-employment stage.

16. What do I get paid?

PCSOs receive a basic salary of £20,118 to £24,156. Successful applicants would normally be appointed on the bottom of the salary grade (exceptions may apply) and will progress through the salary scale via annual increases. Weekend working and shift enhancements are available, depending on the hours worked. You could earn up to £25,687 after training, to include housing allowance and weekend working.

17. What type of work will I be doing?

The primary role of a PCSO is to provide a highly visible reassuring presence within the neighbourhoods of Leicestershire, working as part of a Dedicated Neighbourhood team to support the problem-solving initiatives developed by the team. PCSOs are required to have an online presence on social media and for photographs and information to be available to the public online (subject to risk assessment)

18. Who do I report to?

Your line manager will be the Dedicated Neighbourhood Sergeant; however, you will be working as part of a Dedicated

Neighbourhood team which includes police officers, other PCSOs, Special Constables and Police Support Volunteers.

