



Job Description

Police Community Support Officer

Post Number:	RR048
Grade /Scale:	Grade 3-4 £20,118 - £24,156 SCP 10-17 (+14% shift allowance for evening and weekend working)
Weekly Hours:	37
Department:	Operational
Responsible To:	NPA Sergeants and Inspector. Operational day to day management through the management team.
Job Role/Purpose:	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.
Health and Safety:	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.
Contacts:	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.
Equality and Diversity:	Actively advance diversity /equality, work towards eliminating discrimination, harassment, and victimisation and foster good relations between all groups of people.

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- Educated to GCSE Grade C/Level 4/5 in English Language or equivalent, or to be able to use English Language to that standard

Work Experience:

- Experience of using effective communication skills with members of the public, particularly in confrontational situations
- Have effective writing skills and ability to make basic reports
- Experience of self-motivation and working using own initiative

- Have 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
- Able to work effectively within a team

Personal/Interpersonal Skills, Aptitudes:

- Have excellent interpersonal skills and an ability to build effective working relationships

Special Skills:

- Be physically fit enough to walk a community beat and stand for extended 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 This will be assessed at medical stage. (Reasonable adjustments will be considered in line with the Equality Act 2010)
- Have a standard of eyesight sufficient to qualify to hold a basic grade force driving authority. As part of the recruitment process you will undertake an eyesight test
- 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:

- Previously been employed in a job having that has regular contact with the public
- 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 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, 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

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)