



<b>Role title:</b>	Police Community Support Officer (PCSO) Grade D (£18,078 - £22,275)
<b>Grade &amp; salary:</b>	Successful applicants would normally be appointed on the bottom of the salary range. Exceptions may apply.
<b>Working hours/shift pattern:</b>	37 hours per week. Shift pattern covers 8.00am to 12 midnight, seven days per week
<b>Additional allowances:</b>	Shift allowance and enhanced pay for weekend working
<b>Location:</b>	We have a number of vacancies across the County
<b>Post reports to:</b>	Police Community Support Officer Supervisor
<b>Suitable for job share or part time:</b>	Yes, subject to organisational requirements. Please note that the initial training (5 weeks) must be done on a full-time basis
<b>Other considerations (e.g. travel)</b>	Shift work, flexible location, uniform, patrol. See below for details
<b>Date last reviewed:</b>	December 2018

## 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.
- The start date of the role will be during July 2019. 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 is held at Police Headquarters in Ripley, Derbyshire and they will be required to travel to that location daily during the training period.

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## **Purpose and Description of Job Role:**

PCSOs work as part of a Safer Neighbourhood team, alongside police officers and partner organisations, to tackle crime and anti-social behaviour in vulnerable communities.

## **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. This will involve working with partner organisations such as local councils, schools, housing associations and community organisations, to develop shared plans.

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.

PCSOs are also responsible for investigation of low-level crimes in their area which will include carrying out enquiries and using specialist Police IT systems.

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.

## **Skills & Experience Required:**

### **Eligibility Criteria:**

- Candidates must be 18 years old by 1<sup>st</sup> July 2019
- 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
- Level 2 English and Maths as these will be required to access the national Level 4 qualification when it becomes available.

### **Essential Criteria:**

- Excellent communication and inter-personal skills, to build rapport and establish relationships with all members of a local community;
- Understanding of issues affecting individuals and communities, gained through working in a community based activity in an employed or a voluntary capacity;

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- Experience of using tact, diplomacy and assertiveness when dealing with upset, aggressive or confrontational people; able to defuse and resolve conflict whilst keeping calm and professional;
- IT literacy including recent use of word processing, e-mail and spreadsheet applications;
- Able to work on own initiative, identifying and investigating problems and showing proactivity and drive in implementing and achieving solutions;
- Experience of collating information from a range of sources and preparing concise written communication;
- Experience of delivering accurate and concise oral information or briefings to a range of audiences;
- Able to prioritise work effectively and ensure competing demands are appropriately managed, including the ability to do so without supervision.

#### Desirable Criteria:

- First Aid qualification;
- Experience of working with legislation or within a regulatory framework, or understanding of legislation/regulation gained through study;
- Previous experience of working in a partnership capacity, or of liaising with a range of organisations or individuals to achieve a common goal;
- Proven skills to assist in the gathering of intelligence, including identifying sources of information, identifying relevant information, research and reporting;
- Full manual driving licence to enable travel around the allocated area at times when public transport may not be available.

## 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 & 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.

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**Communicating & 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 & 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.

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