



Staffordshire Police - Role Profile

Police Community Support Officer

Grade/Rank:	E
Directorate:	Neighbourhood and Partnerships
Reports to:	Neighbourhood Sergeant
Direct Reports:	N/A

Role Purpose

- The Police Community Support Officer is the primary source of problem solving and community engagement, including ownership of ward aligned operations
- Being public facing PCSOs provide a visible, accessible and approachable uniformed presence in the community to offer reassurance and defuse situation with threats of conflict
- PCSOs improve confidence and trust, gather information and foster good community relations.
- The role holds designated PCSO legal powers of enforcement in line with Force requirements to support the successful resolution, prevention and deterrent of local crime.
- PCSOs will respond to a wide range of non-criminal issues that contribute to safeguarding vulnerability and community safety
- PCSOs will act with discretion, making appropriate use of designated powers and acting within Force guidelines.

One of two roles:

- Ward aligned, working with Beat Manager owning and solving problems that matter most to the community.
- Skilled Helper, working with the vulnerable within the community



Key Tasks and Responsibilities:

- Maintain a highly visible community presence in accordance with local area needs to address issues of public concern, act as a deterrent to local crime and improve community confidence.
- Support Policing operations undertaking community-based activities as directed to gather, handle and submit information and intelligence, acting in line with legislation, policies and guidance, to support law enforcement.
- 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.
- Develop close working relationships with key community bodies/individuals as directed to gather and provide information, support the vulnerable, promote community cohesion, identify and tackle low-level issues such as anti-social behaviour.
- Develop effective relationships with individuals, including the vulnerable and at risk, across the community, providing support and guidance to assess needs, prevent crime, respond to concerns and build trust in policing.
- Assist front line responses to more complex incidents, acting to contain, assess needs and/or provide support to ensure immediate public safety.
- Maintain awareness of potential and actual risks to individuals, escalating potential threats to public safety in line with Force guidance to support the identification and resolution of issues.
- Support the identification and exploration of new ways of working and innovation in community policing, applying critical thinking to problems and issues within own area of responsibility.
- Support the implementation of evidence based policing initiatives by championing and applying relevant approaches to own area of work.

And to be accountable for: (ie responsibilities held by others but measured and owned by this role)

Behaviours

The Behavioural Competency Framework (BCF) has six competencies that are clustered into three groups. Under each competency are six levels that show what behaviours will look like in practice.

This role should be operating at the following levels:

Resolute, compassionate and committed



We are emotionally aware	Valuing Diversity	1b
	Managing Sensitivities/Political Savvy	1b
We take ownership	Customer Service	1b
	Maintaining Accuracy/Sustainable Working	1b
Inclusive, enabling and visionary leadership		
We are collaborative	Partner Working	1b
	Managing Complexity/Strategic Planning	1b
We deliver, support and inspire	(self) Leadership	1b
	Supporting Colleagues/Coaching & Mentoring	1a
Intelligent, creative and informed policing		
We analyse critically	Problem Solving	1b
	Situational Judgement	1b
We are innovative and open-minded	Continuous Improvement	1b
	Futurology	1a

Education, Qualifications and Experience	
Essential:	Desirable:
<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • NVQ 3

Technical/Operational Skills Matrix (See Skills Matrix)	
Essential:	Desirable
<ul style="list-style-type: none"> • Good written and verbal communication skills with the ability to listen to others, reason and defuse situations, particularly in confrontational circumstances. • Able proactively to develop effective working relationships with colleagues, partners and other stakeholders which build rapport, trust and confidence. • Able to break down a straightforward problem into component parts, assess cause and effect and determine appropriate action. 	<ul style="list-style-type: none"> •



<ul style="list-style-type: none"> • Good time management skills with the ability to plan and prioritise own work. • Skilled in the use of standard IT packages, systems and/or databases to fulfil role requirements. • Experience of engagement with local communities, including those that may be more diverse to reach or require new ways to interact with. • Experience of the ability to work as an effective and positive team member contributing to achievement of objectives. 				
Leadership Passport Level	Practitioners & Team Leaders	1 st Line Mngrs	2 nd Line Mngrs	Senior Mngrs
	1	2	3	4

* Indicates that training will be provided as part of the role in this skill

CPD Requirements

- Maintain knowledge of College of Policing Guidance, best practice and any local policy applicable to the operational police context.
- Maintain and update key knowledge, understanding and skills relating to legislation, policy and practice across all functional policing areas relevant to their role
- Maintain knowledge and understanding of new approaches identified by evidence based policing research and problem solving synthesising these into working practice.
- Maintain a working knowledge and understanding of new and evolving crime threats and priorities, using current best practice to provide a pro-active and preventative approach to problems within the community



- Complete all annual and mandatory training.
- Maintain knowledge and understanding of community engagement methods and opportunities and synthesise these into working practice.
- Undertake learning and assessment related to additional policing powers conferred on them by their Chief Constable according to force needs.

Professional Registration/Licences

- **N/A**

Special Conditions

Full Driving Licence	Y – to drive a manual vehicle				
Higher level vetting required	N				
Fitness Test required	Y – You will be required to pass a bleep test by reaching a minimum of 5.4				
Requirement to wear Uniform	Y				
Requirement for post entry training	N				
Fixed Hours	Y				
Weekend working expected	Y				
Weekend and Shift allowance	Y				
Fixed term or temporary role	N/A				
Politically Restricted	N				
On call/standby rota	N				
Flexitime Role	N				
Notice Period	1 week	28 Days	1 month	3 months	

Agile Profile (See Agile Matrix)

Base	Desk	Confidentiality	Systems & Email	Telephony	Paper	Hours
4	3	5	5	4	4	2