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## HUMBERSIDE POLICE Role Requirement

**Position Title:** Police Community Support Officer

**Grade:** Scale 4

**Vetting Level:** RV

**Overall Purpose of the role:** To act as a key liaison point between local communities and policing. Publicly facing, they provide a visible, accessible and approachable uniformed presence in the community to offer reassurance, diffuse situations with threats of conflict, improve confidence and trust, gather information and foster good community relations. PCSOs are also expected to respond to a wider range of non-criminal issues that contribute to reducing vulnerability and increasing safety within the community. They will be expected to act with discretion, making appropriate use of their designated powers and acting within Force guidelines to provide a high visibility presence in order to prevent crime and disorder and build the public's trust and confidence in policing. They will contribute to Problem Orientated Policing (POP) using a multi-agency approach where appropriate.

### Generic Tasks

1. Maintains 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.
2. Supports ongoing police 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.
3. Supports police officers in frontline response to incidents enabling resolution to and/or preventing escalation of low level offending in line with their designated powers and remit.
4. Adopts a problem solving approach to achieving solutions and maintains good communicative links with persons involved. Utilises external agencies, when required, to assist with problem solving.
5. Develops close working relationships with key community bodies/individuals to gather and provide information, support the vulnerable, promote community cohesion, identify and address issues such as anti-social behaviour.
6. Develop effective relationships with individuals, especially 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.

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7. Assists front line responses to more complex incidents as a first at scene responder, acting to contain, assess needs and/or provide support to ensure immediate public safety.
8. Maintains 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.
9. Works in partnership with other agencies to reduce demand by engaging with complex families providing effective interventions and attends partnership meetings to ensure a collaborative approach is taken.
10. Supports 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.
11. Supports the implementation of evidence based policing initiatives by championing and applying relevant approaches to own area of work.
12. Attends Court and provides evidence as required.
13. Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility.

<b>Responsibility</b>	<b>Decision Making</b>
<p>The post holder will be responsible for;</p> <p>Respond promptly to incidents and implementing an appropriate solution, within designated powers and dealing with both offenders and victims fairly and proportionately.</p> <p>Gaining trust and confidence of members of the public living within the community in which they work and promote accessibility to the Police.</p> <p>Liaising with other agencies to assist with providing a multi-agency approach to addressing crime, environmental and social matters as appropriate</p>	<p>The poster holder will be required to;</p> <p>Make day to day decisions on where to focus patrols and how to best use their time to prevent crime, disorder and criminality.</p> <p>Risk assess all incidents that they attend using the National Decision Making Model.</p> <p>Exercise judgement on a daily basis regarding the application of designated powers in order to achieve a satisfactory outcome.</p> <p>Ensure that all powers are exercised appropriately, fairly and in a manner that build the public's trust and confidence in policing.</p>

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<p>Ensuring that risks to the Force/Command which may affect its ability to provide business as usual now or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity;</p> <p>Responsible for using the NDM and THRIVE model in all actions undertaken.</p> <p>As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times.</p> <p>You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing.</p> <p>You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control.</p> <p>You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.</p>	<table border="1"><thead><tr><th data-bbox="1169 124 2190 172">Additional Information</th></tr></thead><tbody><tr><td data-bbox="1169 172 2190 1082"><p>in accordance with the Police Reform Act 2002, <u>any</u> power or duty of a constable can be designated with the <u>exception</u> of:</p><ol style="list-style-type: none"><li>1. Any power or duty of a constable to make an arrest.</li><li>2. Any power or duty of a constable to stop and search an individual or a vehicle or other thing.</li><li>3. The power of a constable, under section 36(4) of the Police and Criminal Evidence Act 1984, to perform the functions of a custody officer at a designated police station if a custody officer is not readily available to perform them.</li><li>4. Any power that is exercisable only by a constable of a particular rank.</li><li>5. Any power of a constable under—<ol style="list-style-type: none"><li>a. the Terrorism Act 2000;</li><li>b. the Terrorism Act 2006;</li><li>c. the Counter-Terrorism Act 2008;</li><li>d. the Terrorism Prevention and Investigation Measures Act 2011;</li><li>e. the Counter-Terrorism and Security Act 2015.</li></ol></li><li>6. Any power of a constable under the Official Secrets Acts 1911 to 1989.</li><li>7. The power of a constable to make an application on behalf of the Commissioner of Police of the Metropolis under section 19 or 21 of the Investigatory Powers Act 2016 (applications for warrants under Chapter 1 of Part 2 of that Act).</li></ol></td></tr></tbody></table>	Additional Information	<p>in accordance with the Police Reform Act 2002, <u>any</u> power or duty of a constable can be designated with the <u>exception</u> of:</p> <ol style="list-style-type: none"><li>1. Any power or duty of a constable to make an arrest.</li><li>2. Any power or duty of a constable to stop and search an individual or a vehicle or other thing.</li><li>3. The power of a constable, under section 36(4) of the Police and Criminal Evidence Act 1984, to perform the functions of a custody officer at a designated police station if a custody officer is not readily available to perform them.</li><li>4. Any power that is exercisable only by a constable of a particular rank.</li><li>5. Any power of a constable under—<ol style="list-style-type: none"><li>a. the Terrorism Act 2000;</li><li>b. the Terrorism Act 2006;</li><li>c. the Counter-Terrorism Act 2008;</li><li>d. the Terrorism Prevention and Investigation Measures Act 2011;</li><li>e. the Counter-Terrorism and Security Act 2015.</li></ol></li><li>6. Any power of a constable under the Official Secrets Acts 1911 to 1989.</li><li>7. The power of a constable to make an application on behalf of the Commissioner of Police of the Metropolis under section 19 or 21 of the Investigatory Powers Act 2016 (applications for warrants under Chapter 1 of Part 2 of that Act).</li></ol>
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<b>Reports To:</b>	<b>Direct reports:</b>		
Sergeant - Communities Command	None		
<b>Date Approved by Manager / HR Manager:-</b> 22/08/2019 <b>Manager: Supt Jenny Bristow and Craig Scaife</b>	<b>Date WFP Approved –</b>	<b>Confirmed by post holder</b> <b>Signature</b> <b>Print Name</b> <b>Date:-</b>	

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**Person Specification**

		<b>Scale 4</b>
<b>Attainments/ Knowledge</b>	<b>Essential</b>	Must have achieved a level 3 qualification (or equivalent). Skilled in the use of standard I.T. packages, systems and/or databases to fulfil role requirement. Must demonstrate a basic awareness of current policing issues.
	<b>Desirable</b>	Have knowledge of the problems affecting policing in a community and show innovative ideas in relation to combating these problems. Possess a range of legal and procedural knowledge which is operationally relevant and have an understanding of the Law and practical experience of preparing documents for a Court of Law.
<b>Experience</b>	<b>Essential</b>	Must have experience of dealing with members of the public, including dealing with conflict situations, or dealing with people who can be confrontational. Working on own initiative to investigate problems, developing solutions and taking appropriate actions to solve these problems in a timely manner.
	<b>Desirable</b>	Have experience producing letters, reports and statements in a structured and concise manner.
<b>Skills/ Specialisms</b>	<b>Essential</b>	Must have the ability to communicate clearly, verbally and in writing, in both a formal and informal setting, on an individual or group basis. Must have the ability to work effectively, either independently or as a member of a team. Ability to listen effectively and use effective questioning techniques to obtain relevant information. Able to proactively develop effective working relationships with colleagues, partners and other stakeholders which builds rapport, trust and confidence. Demonstrates initiative and resourcefulness in a range of situations in order to achieve a positive outcome. Demonstrates integrity in situations where there is a conflict of interest and challenges any inappropriate attitude, languages and other forms of offensive behaviour as required. Able to work flexibly, including working shifts and weekends. Demonstrates assertiveness whilst remaining polite and calm in difficult situations. Must be physically fit and pass the Force medical assessment. Is willing to work in all weather at various locations throughout the Force area when necessary. Is of a smart appearance, adheres to the Force dress code and presents a professional image
	<b>Desirable</b>	Have experience delivering talks and advice to groups of people in a formal or informal setting. Have experience building relationships on a personal and organisational level, with community partners and external agencies. Hold a full current UK/European Driving Licence. Be willing to change shifts at short notice if the role requires
<b>Decision Making/ Problem Solving/ Planning</b>	<b>Essential</b>	Has the ability to identify and take, or recommend, appropriate actions based on sound judgement and having considered a range of factors. Able to prioritise tasks and works on own initiative with minimum supervision. Possesses knowledge of when to refer matters to Supervision. Displays good organisational skills and can identify which tasks need to take priority over others.
	<b>Desirable</b>	Has experience managing a large work load. Has experience of being flexible with that work load and changing priorities of certain tasks at short notice. Has experience planning for events or activities and assists with the running of these.
<b>Codes of Ethics</b>		Code of Ethics exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey both internally and externally a service based on fairness and equality and ensure they fully understand and represent the Force's values and principles at all times.
<b>Respect for Race &amp; Diversity</b>		Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. Appreciates other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times and is sensitive to social, cultural and racial differences.

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**This role requirement is a management document and therefore subject to change**

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