



South Yorkshire

# POLICE

## Police Community Support Officer

District/Department	Neighbourhood Policing	Rank/Grade	Band C
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### Role purpose:

Police Community Support Officers (PCSOs) 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, improve confidence and trust, gather information and promote good community relations.

Whilst working under the overall direction of their managers and PC colleagues, PCSO's are expected to act independently and autonomously when in the community.

This role holds designated PCSO legal powers to support the successful delivery of core Neighbourhood Policing activities of Engagement, Targeted Activity and Problem Solving. These will be used to resolve, prevent and deter local crime. PCSOs are also expected to respond to a wider range of non-criminal issues that contribute to vulnerability and safety within the community.

PCSO's will be expected to act with discretion, making appropriate use of their designated powers and acting within Force guidelines.

PCSO's are there to support and communicate with individuals, groups and organisations across the community and will typically operate alone in distinct physical community areas. Regularly attending community and neighbourhood meetings, undertaking liaison with school and general intra-community partnership working.

Although the role is very distinct from that of their PC colleagues, a PCSO may also occasionally be called upon to assist in relation to policing incidents, but this will always be relative to the powers with which they are designated, and align to the underpinning training they have received e.g. house-to-house enquiries, community reassurance patrols (following incidents) and scene management (cordons).

### Summary of main duties

**Work will involve deployment at locations throughout the South Yorkshire Police area.**

**Will be required to work a shift pattern and Saturday working.**

**Work will involve performing duties outdoors and in all weather conditions**

- 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.
- Develop personal, detailed, comprehensive, professional knowledge and understanding of the local community in which they operate, in order to identify and support those in their

community affected by offending (victims and witnesses) and those who may be particularly vulnerable or at risk (including those at risk from radicalisation as outlined in the Prevent Strategy).

- Use appropriate communication methodologies for fostering, promoting and maintaining channels of communication e.g. social media and discussion forums.
- Support 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.
- Support South Yorkshire Police 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 contacts 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.
- Where appropriate, assist South Yorkshire Police to manage 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 to enhance efficiency and/or effectiveness.
- Support the implementation of evidence based policing initiatives by championing and applying relevant approaches to own area of work.
- Takes ownership of promoting and developing best practice within the PCSO role
- Take personal responsibility and accountability for professional development. Review own performance objectively and to take steps to maintain and enhance competence and professional standards appropriate to the role
- Apply personal safety tactics and the use of equipment where required
- Attend court and give witness testimony in relation to any incidents where they have personal knowledge or involvement.

#### Competencies/behaviours

Please access the College of Policing website (via Google Chrome) and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.

Competency	CVF Level
	Level 1 - Practitioner Level 2 - Supervisor/Middle Manager Level 3 - Senior Manager/Executive
We are emotionally aware	Level 1
We take ownership	Level 1
We are collaborative	Level 1



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We deliver, support and inspire	Level 1
We analyse critically	Level 1
We are innovative and open-minded	Level 1
<b>Core values for ALL employees:</b>	
Integrity	Public Service
Impartiality	Transparency

## Recruiting Criteria -

### Previous Experience, Education and Skills:

#### Essential:

Level 2 qualification in English and Maths or equivalent by the end of the apprenticeship programme

Able to demonstrate alignment with the ethics and values of the police service.

Previous experience of working with members of the public

Verbal communication skills with the ability to listen to others, reason and defuse situations, particularly in potential confrontational circumstances

Ability to work on own initiative with minimal supervision and the ability to plan and prioritise own work

Ability to make decisions in tight timescales in an assertive and unbiased manner

Team working skills demonstrating awareness of individual differences

IT skills and experience of using systems and/or databases

Must be flexible to work anywhere within South Yorkshire

Must be available for training within specified dates as described on the advertisement

#### Desirable:

Previous experience of working in confrontational situations

Previous experience in a Customer Service environment