

 <div style="display: inline-block; vertical-align: middle;"> <h1 style="margin: 0;">Job Description</h1> </div>	
Date:	September 2023
Job Title:	Police Community Support Officer (Neighbourhood Policing)
Post Number:	
Division/Department/Section:	Police Community Support Officer (Neighbourhood Policing)
Line Manager:	Neighbourhood Police Sergeant
1. PURPOSE	
<p>The primary role of a PCSO in Dorset is to provide a regular and effective presence to their local community and to prioritise their demands and resources to ensure effective and efficient proportionate delivery of a neighbourhood policing service. They need to prevent, reduce and detect low-level problems within their community whilst also providing high levels of engagement with them. In addition, the role also requires them to:</p> <ul style="list-style-type: none"> • Manage the intelligence led identification of community concerns and prompt effective targeted action against those concerns, by the application of the force community engagement policy. • Ensure joint action and problem solving with communities and other local partners – to improve the local environment and quality of life within communities. • Ensure a consistent presence of dedicated Neighbourhood Policing Teams (NPTs) capable of working with the community to establish and maintain control – to be visible, accessible, skilled, knowledgeable and familiar to the community. • Contribute to the policing of neighbourhoods, primarily through highly visible uniformed cycle or foot patrol, with the purpose of engaging and reassuring the public, increasing orderliness in public places and being accessible to communities and partner agencies, through joint working at local level. Thereby supporting the delivery of the strategic aims of ensuring that our communities are <i>'listened to, understood, informed, protected and safe'</i>. <p>PCSOs form an integral part of NPTs across the force and will help deliver the objectives of the team within the framework of the PCSO Deployment Policy, and Neighbourhood Policing role requirement.</p>	
2. POSITION IN THE ORGANISATION	
<div style="text-align: center;"> <p>Geographic Chief Inspector</p> <p>↓</p> <p>Neighbourhood Inspector(s)</p> <p>↓</p> <p>Neighbourhood Police Sergeant</p> <p>↓</p> <p>PCSOs (This Role)</p> </div>	

2.b Roles that work directly for this post.	
N/A	
3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
Community Engagement Take the lead and responsibility in your NPT for the development of engagement activities within the various communities you serve and work closely with the NPT Public Engagement Officers and the Engagement Officer of the Communications & Engagement Department (CED) in developing and sustaining these opportunities.	To ensure that the views of Dorset's people and communities are represented in setting local policing priorities.
To be responsible for the creation, updating and maintenance of an e-Community Diary, which will be specific to your local area and contains: <ul style="list-style-type: none"> a) A record of all concerns raised by any public groups engaged by your NPT or other police officers. b) The actions taken in order to address those concerns. c) The level of interaction required by the group and their preferred contact details. d) The regularity of contact with the police desired by that group. 	To deliver a clear understanding by the neighbourhood policing team regarding what their communities require and to be able to evidence action as a result, increasing public confidence and reducing the fear of crime.
Utilising all force intelligence resources to provide an understanding and awareness of community profiles	To ensure you have a full understanding of the composition of your neighbourhood to enable you to identify local concerns, Anti-Social Behaviour (ASB) hotspots and vulnerable people.
To create a diverse approach to engagement (including digital engagement), taking such opportunities to share platforms with partner agencies, to give and receive feedback on policing activity and to identify community priorities. (Using the feedback system of <i>You said We did</i>).	To enable all communities to have access to you and your team and to ensure it is the community that sets the agenda for Neighbourhood Policing.
To be aware of the schools in your area as being one of the communities you service and ensure regular liaison with the Safe	To ensure that the SSCO can triage and assess school-related incidents that occurs on school premises.

3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
Schools Community Team (SSCT) and their Safe School Officers (SSCO).	
To encourage and develop key individuals and voluntary workers to become active in their communities in dealing with local concerns and priorities. (e.g., NHW/PCG/Key Community Contacts (KCCs) and Neighbourhood Community Contacts (NCCs)	The encouragement and increase of active participation in local policing.
Problem Solving Take the lead and responsibility in your NPT for the management and development of relationships with policing partners, both statutory and non-statutory. Also, work together with voluntary groups, particularly to engage the 'hard-to-hear/reach' groups.	This will allow better referral pathways between agencies and within force departments to reduce risk and harm to others. To promote and develop community cohesion; embrace diversity and develop strong community links.
When required, to act as a conduit for non-police issues within the community on behalf of the partners.	To effectively signpost the required service provision by partners.
In appropriate circumstances and when so directed, visit victims of crime and vulnerable people to help allay their fear of crime and support any criminal investigations. Safeguard vulnerable persons in line with force policy. Record, manage and reduce risk in relation to ASB vulnerable victims (utilising a Vulnerable Victim Matrix) and ASB offenders.	To ensure a victim first approach from all teams in Dorset Police, to allay the fear of crime and support criminal investigations. To reduce repeat victimisation and anti-social behaviour in neighbourhood cases.
Working in partnerships with various local agencies, to be aware of any areas of local concern and assist in gathering evidence in relation to Acceptable Behaviour Contracts (ABCs) and Criminal Behaviour Orders (CBOs). Contributing towards a suitable crime reduction strategy (where appropriate) regarding locally identified issues, such as graffiti, needle collections, vehicle removal and alcohol confiscation.	To ensure a robust partnership response to anti-social behaviour issues, and the successful issue of ASB remedies.
Gather, collate, and input community intelligence	To facilitate the flow of information and intelligence and inform the evidence-based deployment of resources.
In partnership with registered Social Landlords and Environmental Health Officers, assist in the resolution of neighbourhood disputes and noise related complaints.	To act as a conduit for housing problems by visiting and where applicable, reporting on the condition of 'void' properties within the community to reduce problems of ASB that may be connected with those properties.

3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
Targeted Activity Support Neighbourhood police officers when visiting licensed premises in your community to ensure responsible sale and management of alcohol.	To ensure licensed premises remain responsible and not a source of alcohol related ASB and violence, the encouragement of self-policing within the trade.
Signpost any intelligence collection relating to 'places of interest' (as defined and regularly briefed by CT Policing SW).	In order for CT Policing SW to be informed of any tensions, concerns, threats or vulnerabilities from a PREVENT perspective.
Attend court and give evidence as required by legislation (either by witnessing a police incident or as a result of issuing of a Fixed Penalty Notice for Disorder).	To increase the number of successful prosecutions and Out of Court disposals.
Conduct house-to-house enquiries; collect evidential CCTV and record crime as per current force policy. To take statements as required in the course of usual PCSO duties for certain specified crimes and in accordance with legislation and procedure and appropriate training.	In order to bring offenders to justice and ensures that accurate statements are taken to support enquiries.
Responding to calls in line with the Neighbourhood Policing Team Remit and PCSO Deployment Guidance Policy.	To ensure that neighbourhood policing retains its clear focus on serving the needs of the local community.
To assist in the development and assessment of less experienced colleagues as requested.	To create a learning environment in which all employees and volunteers' benefit.
Provide a high visibility presence in your neighbourhood on foot or cycle (adhering to the force policy on single-crewing and the use of vehicles) and an active virtual presence online via Facebook, Twitter, Dorset Alert and other mandated Social Media platforms where appropriate, taking all opportunities to increase public confidence and reassurance. Where appropriate, liaise with the Local Education Authority (LEA), schools and colleges to identify truants and unauthorised school absences (Police Reform Act 2002).	To reduce the fear of crime and create a visible and approachable community police force
Maintain a highly visible presence to enforce local by-laws (Police Reform Act 2002, Para 1A (3), 2 (3A), 2(6)(ad), 2(6B, C, D, E & F), and the consumption of alcohol in public	To protect young people from potential harm and CSE and to reduce youth related anti-social behaviour.

3. MAIN RESPONSIBILITIES	
What is the post responsible for? (INPUT)	With what results? (OUTPUT)
places, to deter and prevent the consumption of alcohol and/or tobacco, by confiscation of those materials from those persons under age. And liaise with the local education authority to identify truants and unauthorised absences.	
Where appropriate, utilise the Community Support Vehicle, or other alternative means of transport as a highly visible base to engage with communities in locations of identified concern (hotspots), consult with the community and partners to identify fears and expectations in relation to crime or other incidents.	To reduce the fear of crime and create a visible and approachable community police force
This list of duties is not restrictive or exhaustive and the postholder may be required to carry out duties from time to time that are either commensurate with/or lower than the grade of the post. In some posts this might include the ad-hoc provision of guidance and informal training of new colleagues.	Completion of duties to meet the needs of the Police Service.
4. CONTACTS	
Five main contacts, internal or external (other than Manager), which the post-holder regularly deals with in the course of their work.	
1.	Relevant Line Managers – Neighbourhood Inspector(s), Neighbourhood Police Sergeant.
2.	Safe Schools Community Team
3.	Local Authorities and their Anti-Social behaviour officers, Housing Authorities and Associations, through Crime and Disorder Partnership and other organisations from the Community and Voluntary sector.
4.	Victims of crime (where appropriate), and in consultation with the relevant agency or partner, and PCSO Deployment Policy.
5.	Local community representatives – (Home Watch, Industrial Watch, Neighbourhood Watch, Parish and Village councils etc.)

5. SPECIAL CONDITIONS/ADDITIONAL INFORMATION

List any special arrangements surrounding the job e.g., 24 hr responsibility, on-call time, and weekend work in this section.

- 1) The **Force Values** together with the **Police Staff Standards of Professional Behaviour** are non-negotiable standards that all Dorset Police staff must abide by. Loyalty to these Values and Ethics are a requirement for membership into Dorset Police.
- 2) The post is a 'designated role' under the Police Reform Act 2002 and the Policing and Crime Act 2017 and as such, the post holder will have certain designated powers as awarded by the Chief Constable.
- 3) PCSOs are empowered to issue Fixed Penalty Notices and Penalty Notices for Disorder as directed by the Chief Constable and may be required to attend court and give evidence in accordance with legislation.
- 4) Due to the nature and content of the post, applicants must be physically fit. The role also involves a large amount of foot and/or cycle patrol and is therefore subject to all applicants passing a job-related fitness test, prior to appointment.
- 5) PCSOs are required to wear a uniform provided by the force, when on duty.
- 6) Due to the nature of the PCSO role being community based, there will be a requirement for publicity, and photographs may be used in external/internal publications.
- 7) To ensure continuity of the NPTs and the communities they serve, there is an expectation that PCSOs will stay in post for a minimum of 2 years' service. This will ensure that our teams are able to develop and maintain sustained relationships and become familiar with and to their neighbourhoods and communities. Whilst this does not prevent PCSOs applying for other posts, applicants should consider this expectation when applying for secondments, requests to transfer or permanent appointments/transfers. (Unless domestic/welfare reasons preside in accordance with the transfer protocol) If no suitable applicants exist for a role, then consideration can take place of extending opportunities to PCSOs that have less than 2 years' service in a post. However, the relevant Senior Command Team member will need to consider and agree that the public confidence will not be undermined by any subsequent appointment.
- 8) PCSOs are recruited to work within an agreed location, referred to as the nominated place of work. At times, due to operational demand, PCSOs may be required to work from the adjoining section to their nominated place of work, including across Local Policing Authority boundaries i.e., a Ferndown based PCSO could also work from North Bournemouth. Whilst you will have an agreed centre of duty/base, you will be expected to travel a maximum of a 20 mile radius from this centre of duty.
- 9) Whilst it is not a specific role requirement to have a valid UK Driving Licence, PCSOs must have the ability to travel around the County in order to respond to the operational demand.
- 10) PCSOs will have personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation.
- 11) PCSOs will be required to gather and complete a Portfolio of evidence during probationary period.
- 12) Attendance of annual training courses will be required.

6. HEALTH & SAFETY TRAINING

Are there any specific health and safety training requirements for this role which need to be considered prior to or post appointment? **[Manager should read appropriate Risk Assessments and identify training required, e.g., manual handling training, VDU assessment, Control of Substances Hazardous to Health (COSHH) etc]**

Your line manager has the responsibility to refer to the risk assessments appropriate to your role to identify any additional health and safety training required e.g., manual handling training, VDU assessment, Control of Substances Hazardous to Health (COSHH) etc.

You are advised to read the Force's Health and Safety policy which will give a more in-depth description of your full Health and Safety responsibilities.

7. HEALTH MONITORING

Are there any Health Monitoring requirements specific to this post which will be considered prior to appointment/job offer?

Appointments are subject to a pre-employment medical examination and applicants will be assessed against PCSO Medical and Fitness Standards.

8. VETTING

Certain designated posts require enhanced vetting in line with the Force Vetting Policy. Details of such specified below e.g., 'this post is subject to standard recruitment vetting' or 'this post is subject to higher level vetting'. Vetting clearance will need to be obtained prior to appointment of a candidate.

This post is subject to higher level vetting therefore any appointment will be subject to satisfactory completion.

9. TERMS OF APPOINTMENT

The salary will be within **Grade D**. For full salary range refer to Dorset Police Staff pay scales.

Working an average 37 hours a week, a shift pattern is in operation for which a shift allowance at this time of **12.5% of salary per annum is payable**. Weekend and Bank Holiday working is required for which appropriate rates of pay apply.

The post is a 'designated role' under the Police Reform Act 2002 and the Policing and Crime Act 2017 and as such, the post holder will have certain designated powers as awarded by the Chief Constable.

10. PERSON SPECIFICATION	
<u>Essential Criteria</u>	
<u>Essential</u> Qualifications/Specific Training/Alternative relevant experience, knowledge, skills which are required for this post.	
Criteria to be measured	Competencies Required
Criteria A	Good communication and interpersonal skills with an understanding and ability to deliver a quality, customer-focused service.
Criteria B	Problem solving and decision-making skills with the ability to consider options for flexibility when providing a customer-focused service.
Criteria C	The ability to deal with challenging situations and to remain calm and professional when under pressure.
Criteria D	Ability to work pro-actively and under own initiative and as part of a team.
Criteria E	To be enthusiastic, self-motivated, and flexible and to demonstrate a real belief in public services, focussing on what matters to the public.
<u>Desirable Criteria (if applicable)</u>	
<u>Desirable</u> Qualifications/Specific Training/Alternative relevant experience, knowledge, skills which are required for this post.	
Criteria to be measured	Competencies Required
Criteria F	An understanding and experience of the impact and benefits of policing different communities and identifying the best way to work with them.
Criteria G	Good IT Skills, including Microsoft Word, Excel and Outlook and the ability to quickly gain a good understanding of bespoke IS systems.
Criteria H	An understanding of other public sector organisations that have an impact on Crime and Disorder.