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| <b>ROLE<br/>PROFILE</b> | <b>POLICE COMMUNITY SUPPORT<br/>OFFICER</b> |  <b>Devon &amp; Cornwall Police</b> |
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## SECTION 1: PRINCIPAL RESPONSIBILITY

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| <b>Principal<br/>Responsibility</b> | <p>To improve local confidence and trust in the police by providing a uniformed policing presence within the community; by encouraging the positive involvement of partners and communities in identifying local policing and community safety priorities, and by working together as part of a neighbourhood team to provide a responsive approach to improving peoples' sense of personal safety and reducing their fear of crime. Primary responsibilities and activities will include;</p> <p><b>ENGAGEMENT:</b></p> <ul style="list-style-type: none"> <li>• Targeted engagement with key stakeholders, local community representatives and communities to identify local priorities. Tailoring the approach to best suit the needs and preferences of those communities providing timely updates.</li> <li>• Support good connectivity with the communities through the Connect to Protect Framework targeting engagement based on the community's needs</li> <li>• Encourage voluntary workers to become active in their communities in dealing with local concerns and priorities.</li> <li>• Liaise with schools and youth groups to support safeguarding and pastoral support officers</li> </ul> <p><b>SAFEGUARDING:</b></p> <ul style="list-style-type: none"> <li>• Identify and develop effective relationships to provide support to reduce risk, harm and threat.</li> <li>• Raise concerns through the appropriate tasking processes to build trust in policing.</li> <li>• To engage with partner agencies, completing and submitting appropriate referrals to reduce risk and harm to others. Initiating early interventions wherever possible.</li> <li>• Identify local safeguarding issues by gathering intelligence and using force systems</li> </ul> <p><b>PROBLEM SOLVING:</b></p> <ul style="list-style-type: none"> <li>• Accurate record identification of community problems and evidence use of the force preferred problem solving process (SARA) to address the issue.</li> <li>• Assist with appropriate Neighbourhood related crime/enquiry tasks</li> <li>• Adopt evidence based problem solving policing to reduce crime and Anti-Social Behaviour to protect the vulnerable, tailored to local needs.</li> <li>• Undertake targeted patrols in ASB and crime hotspots to reduce ASB and crime to enhance public reassurance</li> </ul> <p><b>PREVENTION:</b></p> <ul style="list-style-type: none"> <li>• Consider target hardening opportunities within the community</li> <li>• Seek and gather intelligence in accordance with the NIM process to enable NHT's to tackle issues in conjunction with local TIMS and force priorities</li> </ul> |
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|                               | <ul style="list-style-type: none"> <li>• Reduce demand by working in the community on policing issues and prevent escalation.</li> <li>• Respond to incidents in line with deployment policy and commensurate with the skills and powers of the role</li> </ul> <p>The 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 and/or lower than the grade and skills of the post in order to meet the needs of the police service.</p> <p>In addition there is a function intrinsic to this role. An employer's duty of care and current legislation allows the Force to establish if a potential applicant could carry this out, either with or without reasonable adjustments. This function is:</p> <ul style="list-style-type: none"> <li>• Manual Handling</li> <li>• Physically demanding Activity</li> <li>• Lone Working</li> <li>• Working with Vulnerable People</li> <li>• Prolonged Wearing of Personal Protective Equipment</li> </ul> <p>To assist in ensuring applicants would be able to undertake this function of the role, a medical assessment via a questionnaire will be undertaken and may subsequently require a consultation with the Occupational Health Support Unit.</p> |              |   |                          |      |
| <b>Role Type/Family</b>       | Police Staff  | <b>Grade</b> | 4 | <b>Vetting Clearance</b> | CTC  |
| <b>Medical Assessment</b>     | Enhanced  |              |   | <b>JE Ref.</b>           | C421 |
| <b>Political Restrictions</b> | None specific to this role  |              |   |                          |      |

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| <b>Role-Specific Training and CPD to be undertaken</b> | <ul style="list-style-type: none"> <li>• PCSO Training to include First Aid training, officer safety and life-saving.</li> </ul> |
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## SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE (For selection purposes)

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| <b>Formal Qualifications required</b>                           | None   |   |
| <b>Essential experience and specialist skills and knowledge</b> | <ul style="list-style-type: none"> <li>• Experience of communicating with customers/general public including those from a diverse background.</li> <li>• Experience of working with the minimum of supervision.</li> <li>• Experience of working as part of a team.</li> <li>• Experience of dealing with challenging situations.</li> <li>• Ability to advise and provide guidance.</li> <li>• Experience of working effectively with others to solve problems</li> </ul> |   |
| <b>Personal qualities</b>                                       | <ul style="list-style-type: none"> <li>• Serving the public</li> <li>• Openness to change</li> <li>• Service delivery</li> </ul>   | <ul style="list-style-type: none"> <li>• Professionalism</li> <li>• Decision making</li> <li>• Working with others</li> </ul> |

## SECTION 3: PERSONAL QUALITIES

### Serving the Public

- Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests.

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- Understands the expectations, changing needs and concerns of different communities, and strives to address them.
- Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police.
- Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them.
- Works in partnership with other agencies to deliver the best possible overall service to the public.

### **Openness to Change**

- Positive about change, adapting rapidly to different ways of working and putting effort into making them work.
- Flexible and open to alternative approaches to solving problems.
- Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement.

- Takes an innovative and creative approach to solving problems.

### **Service Delivery**

- Understands the organisation's objectives and priorities, and how own work fits into these.
- Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes.
- Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well.
- Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.

### **Professionalism**

- Acts with integrity, in line with the values and ethical standards of the Police Service.
- Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations.
- Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required.
- Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour.
- Asks for and acts on feedback, learning from experience and developing own professional skills and knowledge.
- Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.

### **Decision Making**

- Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations.
- Considers a range of possible options before making clear, timely, justifiable decisions.
- Reviews decisions in the light of new information and changing circumstances.
- Balances risks, costs and benefits, thinking about the wider impact of decisions.
- Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

### **Working with Others**

- Works co-operatively with others to get things done, willingly giving help and support to colleagues.
- Is approachable, developing positive working relationships.
- Explains things well, focusing on the key points and talking to people using language they understand.
- Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively.
- Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations.
- Is courteous, polite and considerate, showing empathy and compassion.
- Deals with people as individuals and addresses their specific needs and concerns.
- Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.