



## Role Profile

### Police Community Support Officer

#### Role Description

PCSO's 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 through community building and engagement engendering trust and gathering information and intelligence. Working in partnerships to help build stronger communities to reduce and prevent crime and anti-social behaviour.

PCSO's are also expected to respond to a wide range of community concerns to identify vulnerability and promote safety through problem solving and a strength based approach. This role holds designated PCSO legal powers of enforcement in line with local crime. They will be expected to act with discretion making appropriate use of their designated powers and acting within force guidelines.

#### Main 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 anti-social behaviour and improve community confidence.
- 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.
- 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, enabling resolution to and/or preventing escalation of low level offending by 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.
- General administration to complete the above tasks and inputting data on to relevant databases as required.
- Adhere to Health and Safety, Environmental Management, Data Protection, Equal Opportunities, Freedom of Information, Race Relations and European Convention on Human Rights (ECHR) legislation, and ensuring compliance with appropriate local procedures.

#### Rank/Scale

SC4

#### Additional Information

**Vetting Level:** The role must be vetted to a minimum of Recruitment Vetting (RV).

**Mobility:** The Force reserves the right to request you to carry out any other duties or move you to any other post appropriate to your grade, at any location within the county of Gloucestershire, as business requirements dictate.

**Working Pattern:** Normal working hours will average 37 per week or will be pro-rata. This will be worked subject to the needs of the service and may involve shift, night, weekend and public holiday working. In working with the Community this role will require flexibility to attend meetings outside of standard business hours.

**Standards of Professional Behaviour:** All members of Police Staff / Police Officers must comply with these standards.

**Travel / Driving Licence:** The post holder will be required to travel to meetings around the county preferably using own transport.

**Training and development:** Undertake the required training and development to maintain working knowledge.

#### Experience and Qualifications



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#### Essential

Basic literacy and skilled in the use of standard IT packages, systems and/or databases to fulfil role requirements;  
Good verbal communication skills with the ability to listen to others and to reason and defuse situations, particularly in confrontational circumstances;  
Able to proactively develop effective working relationships with colleagues, partners and other stakeholders, to build rapport, trust and confidence;  
Good team working skills demonstrating awareness of individual differences;  
Ability to make decisions;  
Good time management skills with the ability to plan and prioritise own work;  
Able to develop and maintain personal resilience.

#### Desirable

Previous customer service experience;  
Experience of building community links;  
Experience of community based work;  
Experience of dealing with conflict and conflict resolution.

### Competency Framework Values

Skill Category	Skill Name	Skill Level	Skill Description	For PDR
Intelligent, Creative and Informed Policing	We analyse critically	Practitioner	<p>I recognise the need to think critically about issues. I value the use of analysis and testing in policing.</p> <p>I take in information quickly and accurately.</p> <p>I am able to separate information and decide whether it is irrelevant or relevant and its importance.</p> <p>I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.</p> <p>I refer to procedures and precedents as necessary before making decisions.</p> <p>I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.</p> <p>I recognise gaps and inconsistencies in information and think about the potential implications.</p> <p>I make decisions in alignment with our mission, values and the Code of Ethics.</p>	Yes



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Inclusive, Enabling and Visionary Leadership	We are collaborative	Practitioner	<p>I work cooperatively with others to get things done, willingly giving help and support to colleagues.</p> <p>I am approachable, and explain things well so that I generate a common understanding.</p> <p>I take the time to get to know others and their perspective in order to build rapport.</p> <p>I treat people with respect as individuals and address their specific needs and concerns.</p> <p>I am open and transparent in my relationships with others.</p> <p>I ensure I am clear and appropriate in my communications.</p>	Yes
Resolute, Compassionate and Committed	We are emotionally aware	Practitioner	<p>I treat others with respect, tolerance and compassion.</p> <p>I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.</p> <p>I remain calm and think about how to best manage the situation when faced with provocation.</p> <p>I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.</p> <p>I ask for help and support when I need it.</p> <p>I understand the value that diversity offers.</p> <p>I communicate in clear and simple language so that I can be easily understood by others.</p> <p>I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</p>	Yes
Intelligent, Creative and Informed Policing	We are innovative and open-minded	Practitioner	<p>I demonstrate an openness to changing ideas, perceptions and ways of working.</p> <p>I share suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.</p> <p>I adapt to change and am flexible as the need arises while encouraging others to do the same.</p> <p>I learn from my experiences and do not let myself be unduly influenced by preconceptions.</p>	Yes



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Inclusive, Enabling and Visionary Leadership	We deliver, support and inspire	Practitioner	<p>I take on challenging tasks to help to improve the service continuously and support my colleagues.</p> <p>I understand how my work contributes to the wider police service.</p> <p>I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.</p> <p>I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.</p> <p>I support the efficient use of resources to create the most value and to deliver the right impact.</p> <p>I keep up to date with changes in internal and external environments.</p> <p>I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.</p>	Yes
Resolute, Compassionate and Committed	We take ownership	Practitioner	<p>I actively identify and respond to problems.</p> <p>I approach tasks with enthusiasm, focusing on public service excellence.</p> <p>I regularly seek feedback to understand the quality of my work and the impact of my behaviour.</p> <p>I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.</p> <p>I give feedback to others that I make sure is understandable and constructive.</p> <p>I take responsibility for my own actions, I fulfil my promises and do what I say I will.</p> <p>I will admit if I have made a mistake and take action to rectify this.</p> <p>I demonstrate pride in representing the police service.</p> <p>I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.</p>	Yes

## NOS

NOS Unit	Unit Name	Unit Description