



## ROLE PROFILE

<b>Role Title:</b>	Special Constable
<b>Grade:</b>	Special Constable
<b>Responsible to:</b>	Sergeant
<b>Responsible for:</b>	No Supervisory Responsibility
<b>Liaison with:</b>	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
<b>Required Vetting Level:</b>	RV/CTC – Recruitment Vetting & Counter Terrorism Checking
<b>Date Published:</b>	26/06/ 2019

<b>Role Purpose</b>	A highly visible, uniformed patrolling officer with specific community liaison/involvement, public reassurance either on response teams, safer neighbourhood teams, safer school teams, safer town centre teams or safer transport teams.
<b>Main Responsibilities</b>	<b>Special Constable National Occupational Skills</b>
	<b>Arrest, detain or report individuals</b> To be able to conduct your actions legally and in a balanced and proportionate manner, considering the impact of your actions on others.
	<b>Carry out systematic searches of vehicles, premises and open areas</b> Searches must be conducted in a legal and ethical way, using approved search methods. Establishing grounds and legal authority to carry out the search.
	<b>Manage conflict</b> Recognising and dealing with a range of behaviours and actions, responding in ways that do not provoke conflict, and seeking to defuse situations where such behaviour is present.
	<b>Provide an initial response to incidents</b> To be able to gather information on the incident. Based on the obtained you will need to be able to establish the nature of the incident, and plan actions accordingly. If it is a major or critical incident, and you are the first on the scene, you will need to take interim control until relieved by the appropriate person.
	<b>Provide initial support to victims, survivors and witnesses and assess their need for further support</b> Providing initial contact and support to victims, survivors and witnesses affected by offending or anti-social behaviour. In the case of bereavement this may also include the family and friends of the victim.
	<b>Search individuals and their personal property</b> To establish the grounds and legal authority to carry out the search. To identify and deal with any potential risks that are present and/or contingencies that arise.
	<b>Other</b>
<b>Customer Service and Representation</b> To present a positive image and service to both internal and external customers Individuals are required to effectively engage with internal and external customers at all levels, in order to provide a high quality standard of service Maintain confidentiality in relation to data protection issues and Management Of Police Information standards. In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity, change the general character or level of responsibility of the post.	

<b>Qualifications</b>	<p><b>Essential</b> Minimum Level 3 qualification or equivalent</p>
<b>Skills</b>	<p><b>Essential</b> Must be computer literate and proficient in Microsoft applications and Niche.</p> <p><b>Desirable</b> Can understand the essence of a conversation in Welsh, and can convey basic information and respond to simple requests in Welsh. Can use Welsh to transfer telephone calls. Can introduce oneself and others by name, role, and location/organisation. Can contribute in a meeting partly in Welsh. (Minimum level if having previously worked in a Welsh-speaking organisation/environment.) Welsh for Adults – Mynediad.</p> <p><b>Due to the introduction of the Welsh Language Standards in March 2017, you must either have the appropriate level of Welsh (level 2) or obtain the appropriate level within 12 months of appointment.</b></p>
<b>Knowledge</b>	<p><b>Essential</b> Must have a sound understanding of the statutory responsibilities of the office of Constable.</p>
<b>Competencies</b>	<p><b>Emotionally Aware</b></p> <ul style="list-style-type: none"> <li>• Treats others with respect, tolerance and compassion.</li> <li>• Acknowledges and respects a range of different perspectives, values and beliefs within the remit of the law.</li> <li>• Remains calm and thinks about how to best manage the situation when faced with provocation.</li> <li>• Understands own emotions and knows which situations might affect ability to deal with stress and pressure.</li> <li>• Asks for help and support when needed.</li> <li>• Understands the value that diversity offers.</li> <li>• Communicates in a clear and simple language and is easily understood by others.</li> <li>• Seeks to understand the thoughts and concerns of others even when they are unable to express themselves clearly.</li> </ul> <p><b>Take ownership</b></p> <ul style="list-style-type: none"> <li>• Actively identifies and responds to problems.</li> <li>• Approaches tasks with enthusiasm, focusing on public service excellence.</li> <li>• Regularly seeks feedback to understand the quality of work and the impact of behaviour.</li> <li>• Recognises opportunities to help others and willingly takes on additional tasks to support them, where appropriate.</li> <li>• Gives feedback to others making sure it is understandable and constructive.</li> <li>• Takes responsibility for own actions, fulfils promises and carries out actions.</li> <li>• Admits mistakes and takes action to rectify.</li> <li>• Demonstrates pride in representing the police service.</li> <li>• Understands own strengths and areas for development and takes responsibility for own learning to address gaps.</li> </ul> <p><b>Collaborative</b></p> <ul style="list-style-type: none"> <li>• Works cooperatively with others to get things done, willingly giving help and support to colleagues.</li> <li>• Approachable, and explains things well, generating a common</li> </ul>

understanding.

- Takes the time to get to know others and their perspective in order to build rapport.
- Treats people with respect as individuals and address their specific needs and concerns.
- Open and transparent in relationships with others.
- Ensures clear and appropriate in communications

#### **Deliver, Support and Inspire**

- Takes on challenging tasks to help to improve the service continuously and support colleagues.
- Understands how own work contributes to the wider police service.
- Understands it is a collective responsibility to deliver efficient services. Takes personal responsibility for making sure that they are working effectively to deliver the best service, both individually and with others.
- Conscientious in approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.
- Supports the efficient use of resources to create the most value and to deliver the right impact.
- Keeps up to date with changes in internal and external environments.
- Acts as a role model for the behaviours they expect to see in others and acts in the best interests of the public and the police service.

#### **Analyse Critically**

- Recognises the need to think critically about issues. Values the use of analysis and testing in policing.
- Takes in information quickly and accurately.
- Able to separate information and decide whether it is irrelevant or relevant and its importance.
- Solves problems proactively by understanding the reasons behind them, uses learning from evidence and experiences to take action.
- Refers to procedures and precedents as necessary before making decisions.
- Weighs up the pros and cons of possible actions, thinks about potential risks and uses this thinking to inform decisions.
- Recognises gaps and inconsistencies in information and thinks about the potential implications.
- Makes decisions in alignment with our mission, values and the Code of Ethics.

#### **Innovative and Open Minded**

- Demonstrates an openness to changing ideas, perceptions and ways of working.
- Shares suggestions with colleagues, speaking up to help improve existing working methods and practices.
- Constantly reflects on own way of working and periodically reviews processes and procedures to make continuous improvements.
- Adapts to change and is flexible as the need arises while encouraging others to do the same.
- Learns from experiences and not unduly influenced by preconceptions.

**Method of Assessment**

Qualifications	X
Skills	X
Knowledge	X
Competency - Emotionally Aware	
Competency - Take Ownership	
Competency - Collaborative	
Competency - Deliver, Support and Inspire	
Competency - Analyse Critically	
Competency - Innovative and open minded	