

JOB DESCRIPTION

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| Job Title | Community Support Officer | Responsible for people | N/A |
| Service area | Neighbourhood Policing | Scale/rank | 4 |
| Business area | Local Policing Services | Fixed/flexible/field | Field |
| Department | Local Area Policing | Vetting level | RV |
| Reports to | Neighbourhood Sergeant | Date reviewed | December 2020 |

POSITION SUMMARY

To form part of a Neighbourhood Policing Team, that is dedicated to locally agreed geographical areas. To be visible, accessible, locally known and knowledgeable about the area in which they work.

The post holder will work with key partners to resolve problems that matters most to the community; to make them feel safe and to reduce crime and anti-social behaviour. CSO's in Gwent have significant powers under the Police Reform Act to help them undertake the work required of their role.

PRINCIPAL RESPONSIBILITIES (TOTAL: 80%)

Note: These statements are intended to describe the general nature of the job and are not intended to be an exhaustive list of all responsibilities, skills and duties.

| Key Activities/Elements | | Total: 80% |
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| 1 | To conduct high visibility uniformed foot patrol in identified areas, respond to calls and requests for assistance, making use of powers as necessary to deal fairly with incidents of nuisance, anti-social behaviour and criminality in order to minimise risk to public safety. | 30% |
| 2 | To work with communities and partners and adopt a problem-solving approach (OSARA) to seek the most effective and sustainable resolution, responsive to the needs of the community. | 15% |
| 3 | To provide Crime Prevention and Community Safety Advice to the most vulnerable members of our community, to include repeat victims and those most at risk of harm. This will be in line with the Gwent Crime Prevention Strategy to assist with problem solving and reducing crime. | 10% |
| 4 | To participate in Police and Agency led Operations, working with appropriate authority limits. | 2% |
| 5 | To provide support to Police Officers by attending reports of crime that fall within the Neighbourhood remit, to conduct initial investigation and scene preservation in accordance with relevant investigation and legal requirements. To attend Courts of Law to present evidence in accordance with legislation. | 5% |
| 6 | To attend meetings with members of the public, community groups, schools, local Councillors and elected members and KINS to ensure regular contact is maintained within the community. | 5% |
| 7 | To provide high visibility and assist Police Officers at Public events, as required and determined by the Commanding officer. | 3% |
| 8 | To conduct searches on persons or personal property in accordance with relevant | 2% |



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| | legislation, policy and procedures. | |
| 9 | To conduct appropriate road traffic checks in accordance with their designated powers and in accordance with the legislation and policy. | 1% |
| 10 | To act as a point of contact for members of the community promoting accessibility to the Police. | 3% |
| 11 | To gather and submit intelligence reports either as a request through the tasking process or as a direct result of daily role activity. To help identify individuals within the community that are suitable for referral to the dedicated source unit. | 2% |
| 12 | To complete activities and tasks required of the role in a timely manner, and to ensure that all work undertaken is compliant with relevant legislation and force policies / procedures. | 1% |
| 13 | To communicate effectively with internal and external customers in order to provide an effective and efficient service ensuring confidentiality is always maintained. | 1% |

GENERAL TASKS – STAFF LEVEL (TOTAL: 20%)

- **Finance**
 - To be cost effective in all contracts and purchasing undertaken in the department.
 - Proactively look to take cost out of department / business through efficiency and automation.
- **Quality and Compliance**
 - Compliance with the force's policies and procedures.
 - Ensure the delivery of effective customer and support service in line with any agreed service standards.
 - Undertake and participate in Bench Marking activities and survey requests.
 - Must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.
 - Maintain records in a confidential manner, ensuring all information handled is done so sensitively and in line with General Data Protection Regulations.
- **Administrative / Miscellaneous**
 - General administration.
 - Undertaking of any activities commensurate with grade and skill set of the position.
 - Attendance of required training.
 - Participating in the performance review process including the requirement for CPD.
 - Attending meetings and events inside and outside the force area.
- **Health, Safety and Statutory Compliance**
 - Comply with Health & Safety Policies and procedures.
 - Always keep safety in mind and act in a safe manner.
 - To take reasonable care of own and others safety; to co-operate with managers / supervisors in complying with statutory health and safety duties; to report incidents, accidents, faults and near misses.
 - Use systems that have been developed to promote health and safety at GWP.
- **Wellbeing**
 - To engage and support the Force's Wellbeing Agenda.
 - To actively seek to optimise your own physical and psychological Wellbeing wherever possible.
 - To actively challenge discrimination and stigma.
 - To actively support the psychological and physical wellbeing of your colleagues/ team and encourage an empathetic culture within policing.



- **Sustainability**
 - It is every employee's responsibility to help us achieve this ambition and contribute to reducing their individual carbon footprint, as well as working towards the departmental and organisational objectives, in line with our Sustainability Strategy.

OTHER SPECIFIC TASKS FOR THIS ROLE

- All potential staff to Gwent Police must display the qualities to be able to work in an organisation with minority groups and provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any way to workplace bullying or sexist or racist behaviour.
- This is a shift based role. The shifts cover 7 days a week between the hours of 0800hrs am – 2200hrs pm, for which a shift allowance is paid. The role also requires the candidate to take a fitness test and health check.
- Note: This job description is provided to give a broad outline of the job activities of this post. Gwent Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. As an employee of Gwent Police you may be required to serve in any position as appropriate to your grade or at any establishment within Gwent Police boundaries in order to ensure the efficient and effective operation of the organisation.

KNOWLEDGE, SKILLS AND ABILITIES

Indicate the education level, previous experience, specific knowledge, skills and abilities required to meet minimum requirements for this position.

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| <p>Education level and/or relevant experience(s) Method of assessment:</p> <ul style="list-style-type: none"> • Online Tests / Application Form/ Interview | <ul style="list-style-type: none"> • Must have G.C.S.E grade A-C in Maths and English or successfully pass the online verbal reasoning and calculation test. • Must pass the online Situational Judgement and Behavioural Style questionnaire. • Current UK manual Driving License (Candidates who do not hold this attainment are required to sit and pass a driving test at their own expense and hold a full UK manual driving license within 24 months of commencing. • Must have experience of dealing with members of the public. • Must have experience in writing reports and documents. • Must have experience in prioritising and managing own workload. |
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| | <ul style="list-style-type: none"> • Have experience in problem solving and determining appropriate action. • Must be able to evidence experience or demonstrate the ability to be able listen, reason and defuse situations, particularly in confrontational situations. • Level 1 welsh (training will be given). Fluency in welsh desirable. |
| <p>Knowledge and skills Method of assessment:</p> <ul style="list-style-type: none"> • Application Form / Interview | <ul style="list-style-type: none"> • Must have an awareness of diverse communities and cultures. • Must be able to demonstrate a working practical knowledge of Microsoft Office packages including Excel and Word. • Ability to speak Welsh is desirable. |
| <ul style="list-style-type: none"> • Other requirements | |
| <p>We are emotionally aware Method of assessment:</p> <ul style="list-style-type: none"> • Interview | <ul style="list-style-type: none"> • I treat others with respect, tolerance and compassion. • I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. • I remain calm and think about how to best manage the situation when faced with provocation. • I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. • I ask for help and support when I need it. • I understand the value that diversity offers. • I communicate in clear and simple language so that I can be easily understood by others. • I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly. |



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| <p>We take ownership Method of assessment:</p> <ul style="list-style-type: none"> • Interview | <ul style="list-style-type: none"> • I actively identify and respond to problems. • I approach tasks with enthusiasm, focusing on public service excellence. • I regularly seek feedback to understand the quality of my work and the impact of my behaviour. • I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. • I give feedback to others that I make sure is understandable and constructive. • I take responsibility for my own actions; I fulfil my promises and do what I say I will. • I will admit if I have made a mistake and take action to rectify this. • I demonstrate pride in representing the police service. • I understand my own strengths and areas for development and take responsibility for my own learning to address gaps. |
| <p>We are collaborative Method of assessment:</p> <ul style="list-style-type: none"> • Interview | <ul style="list-style-type: none"> • I work cooperatively with others to get things done, willingly giving help and support to colleagues. • I am approachable and explain things well so that I generate a common understanding. • I take the time to get to know others and their perspective in order to build rapport. • I treat people with respect as individuals and address their specific needs and concerns. • I am open and transparent in my relationships with others. • I ensure I am clear and appropriate in my communications. |
| <p>We deliver support and inspire Method of assessment:</p> <ul style="list-style-type: none"> • Interview | <ul style="list-style-type: none"> • I take on challenging tasks to help to improve the service continuously and support my colleagues. • I understand how my work contributes to the wider police service. • 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. • I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. • I support the efficient use of resources to create the most value and to deliver the right impact. • I keep up to date with changes in internal and external environments. • 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>We analyse critically Method of assessment:</p> <ul style="list-style-type: none"> • Interview | <ul style="list-style-type: none"> • I recognise the need to think critically about issues. I value the use of analysis and testing in policing. • I take in information quickly and accurately. • I am able to separate information and decide whether it is irrelevant or relevant and its importance. • I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. • I refer to procedures and precedents as necessary before making decisions. • I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. • I recognise gaps and inconsistencies in information and think about the potential implications. • I make decisions in alignment with our mission, values and the Code of Ethics. |



We are innovative and open-minded

Method of assessment:

- Interview

- I demonstrate an openness to changing ideas, perceptions and ways of working.
- I share suggestions with colleagues, speaking up to help improve existing working methods and practices.
- I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.
- I adapt to change and am flexible as the need arises while encouraging others to do the same.
- I learn from my experiences and do not let myself be unduly influenced by preconceptions.

ORGANISATIONAL OR DEPARTMENTAL STRUCTURE

