

ROLE PROFILE



Role Title:	Police Community Support Officer
Grade:	Scale 4
Responsible to:	Sergeant – Neighbourhood Policing
Responsible for:	No Supervisory Responsibility
Liaison with:	Police Officers, Police Staff, General Public, External Organisations, Agencies and Partnerships
Required Vetting Level:	RV/CTC – Recruitment Vetting/ Counter Terrorism Check
Date Published:	

Role Purpose	<p>Police Community Support Officers (PCSO) are part of the South Wales Neighbourhood Policing Teams who work to the following principles:</p> <p>Being visible and accessible in our communities and performing a role that is intelligence and task led.</p> <p>Providing targeted communication and engagement with a clear purpose to inform and better understand the needs of our diverse communities.</p> <p>Work in partnership to focus on early intervention, prevention and problem solving against predictable and preventable demand.</p> <p>This role holds designated PCSO legal powers of enforcement to support the successful resolution, prevention and deterrent of local crime and anti-social behaviour. PCSOs are also expected to respond to a wider range of non-criminal issues that contribute to vulnerability and safety within the community. They will be expected to act with discretion, making appropriate use of their designated powers and act within Force guidelines.</p>
Main Responsibilities	<p>Public Service and Representation</p> <p>Represent the force and provide a high visible presence to the public and promote Neighbourhood Policing.</p> <p>Develop partnerships with providers and suppliers to improve resources and cost effectiveness.</p> <p>Provide information to and keep local communities informed and updated.</p> <p>Receive & respond to requests, queries and complaints from the public promoting South Wales Police by providing a high visibility and reassuring presence.</p> <p>To present a positive image and service to both internal and external agencies and members of the public.</p> <p>Individuals are required to effectively engage with internal and external agencies and members of the public at all levels, in order to provide a high quality standard of service.</p> <p>Maintain confidentiality in relation to data protection issues and Management Of Police Information (MOPI) standards.</p> <p>Be visible and accessible within our local communities.</p> <p>Advice and Guidance</p> <p>Give advice and guidance to customers, on the phone, face-to-face and electronic, on related area of work following standard procedures.</p> <p>Investigate problem/issue(s) and provide appropriate solution(s).</p> <p>Provide adequate support to users as directed.</p> <p>Will involve operating force information systems in response to queries</p>

	<p>from the public in accordance with force protocols and procedures. May involve inspecting and reviewing situations for compliance. Interacting with and pro-actively supplying information to community groups and members of the public.</p> <p>Will involve taking and/or advising on appropriate action within remit. May involve responding to escalated queries from members of the public. Provide Crime Prevention advice to victims and members of the public. Will involve signposting to agencies early advice and information.</p>
	Research and Investigation
	<p>To gather and collate information for use by self and others. Gather and analyse information and provide results for further analysis. To carry out investigations and instigate problem solving solutions for community related issues, queries and situations within time and quality standards.</p> <p>Will receive information and intelligence which will lead to conducting visible and accessible patrols within the community.</p>
	Organisation/Planning
	<p>Plan and organise allocated own work. Co-ordinate with other team members. Develop and implement sub project plans. Contribute to departmental subject/functional/unit planning and resource allocation. Gather information from the client/client group to investigate and analyse need. Develop and agree a course of action covering the short and medium term. To organise and schedule events/meetings as directed. Contribute to local community priorities. Adopt a problem solving approach against predictable and preventable demand</p>
	Processes
	<p>To follow, create and amend processes for use by self and others. Adapt and refine work practices and procedures in own area.</p>
	Record Keeping
	<p>Create, store, maintain, retrieve and update records/data both manual and electronic on a local and national systems. Keep and submit records as required by Force procedure. Compile & submit / present records and reports in accordance with SWP policies & procedures.</p>
	Administration
	<p>Putting administrative systems in place to monitor assess and improve standards and information when necessary. To undertake associated administrative duties. To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/departments.</p>
	<p>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.</p>
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Must have a good standard of education to at least GCSE A-C Level, including Maths and English, or be able to demonstrate equivalent skills and abilities. <p>Desirable</p> <ul style="list-style-type: none"> • Hold a current valid full, clean driving licence

Knowledge	Desirable <ul style="list-style-type: none"> • Experience of communicating and engaging with communities • Experience of working with partners and other agencies to collectively solve problems • Experience of signposting to other agencies for early advice and information.
Skills	Essential <ul style="list-style-type: none"> • Must be able to proactively develop effective working relationships with colleagues, partners and other stakeholders which build rapport, trust and confidence. • Good communication skills with the ability to listen to others, reason, defuse situations, particularly in confrontational circumstances. • Must be literate and numerate in order to complete Fixed Penalty Notices and undertake administration accurately. • Must demonstrate an aptitude to collect and record information accurately. • Must have sound judgement and be able to appraise situations and information, make decisions and assess priorities. • Good time management skills with the ability to plan and prioritise own work. • Must be computer literate and proficient in Microsoft applications • Due to the introduction of the Welsh Language Standards in March 2017, you must have the appropriate level of Welsh (Level 2) or obtain the appropriate level within 12 months of appointment. Level 2 –Can understand the essence of a conversation, convey basic information, contribute to meetings, transfer telephone calls and respond to simple requests in Welsh. Also introduce oneself and others by name, role, and location/organisation.
Personal Values	<p>The following values and behaviours apply to all roles:</p> <ul style="list-style-type: none"> • Public Service • Transparency • Integrity • Impartiality <p>These four values are linked to the Code of Ethics and should support everything carried out as a police service. Additional information on the above values can be viewed by visiting https://profdev.college.police.uk/</p>
Personal Competencies	Emotionally Aware Treats others with respect, tolerance and compassion. Acknowledges and respects a range of different perspectives, values and beliefs within the remit of the law. Remains calm and thinks about how to best manage the situation when faced with provocation. Understands own emotions and knows which situations might affect ability to deal with stress and pressure. Asks for help and support when needed. Understands the value that diversity offers. Communicates in a clear and simple language and is easily understood by others. Seeks to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

	<p>Takes Ownership Actively identifies and responds to problems. Approaches tasks with enthusiasm, focusing on public service excellence. Regularly seeks feedback to understand the quality of work and the impact of behaviour. Recognises opportunities to help others and willingly takes on additional tasks to support them, where appropriate. Gives feedback to others making sure it is understandable and constructive. Takes responsibility for own actions, fulfils promises and carries out actions. Admits mistakes and takes action to rectify. Demonstrates pride in representing the police service.</p> <p>Collaborative Works cooperatively with others to get things done, willingly giving help and support to colleagues. Approachable, and explains things well, generating a common 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.</p> <p>Delivers, Supports and Inspires 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.</p> <p>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.</p>
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	<p>Innovative and Open minded</p> <p>Demonstrates an openness to changing ideas, perceptions and ways of working.</p> <p>Shares suggestions with colleagues, speaking up to help improve existing working methods and practices.</p> <p>Constantly reflects on own way of working and periodically reviews processes and procedures to make continuous improvements.</p> <p>Adapts to change and is flexible as the need arises while encouraging others to do the same.</p> <p>Learns from experiences and not unduly influenced by preconceptions</p>
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Method of Assessment

When completing your application please ensure you only complete the sections marked below as these are the sections you will be marked against for the shortlisting stage of your application.

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

Additional information on this role may be available on the College of Policing website. Policing Professional Profiles contain information on Professional Development (CPD), Professional Licences and other information useful to the role. <https://profdev.college.police.uk/>