

## Police Community Support Officer (PCSO) Job Family – Operational

<b>Grade:</b> D	<b>Department:</b> Territorial
<b>Location:</b> Territorial	<b>Security Vetting:</b> RV, CTC
<b>Role Specific Requirements/ Restrictions:</b>	Political Restriction, Biometric Vetting, Shift Working, Weekend Working, On-Call, Designated Powers under Police Reform Act 2002 'Police Community Support Officer', Designated Powers under Police Reform Act 2002 'Investigating Officer'
<b>Role Specific Hazards:</b>	Manual Handling, Mental Health, Noise, Vibration, Chemical, Extreme Temperatures, Night Working, Lone Working, Confrontation, Exposure to Animals, Working at Height, Working on or near Water, Moving machinery, Display Screen Equipment, Confined Spaces, Wearing/Carrying Heavy Equipment, Physical Activity, Headsets
<b>System Access Requirements:</b>	PNC, PND, Information Assets, MyTrent Manager Self Service, ANPR BOF Viewer, ANPR BOF Access, Pronto, Tranman, Tasking (DMS), Trim, Chronicle, Genie, Eclipse, Viper, Visor, Case Preparation, Working Time Recording, WinPak, Storm, QLX, BACS, QAS, External email, CATS, CLIO, Caseprep, Intelligence, Holmes, Intel, Custody, Crime, Briefing, CMS, Compact, Warrants

### Role Purpose:

To form part of a Neighbourhood Policing Team, which is dedicated to locally agreed geographic areas. To be visible, accessible, locally known and knowledgeable about the area in which they work. The post holder will work with partners to resolve the problems that matter most to the local people.

### Role Specific Tasks

1. To conduct high visibility uniformed foot patrol, responding to calls and requests for assistance, making use of powers (including the power of detention) as necessary to counter anti-social behaviour and criminality minimising risks to public safety.
2. To apply a problem solving approach seeking the most effective and sustainable resolutions responsive to the needs of all communities.
3. To respond promptly to assist police officers to take control of incidents by providing appropriate support.
4. To conduct appropriate road traffic checks in accordance with their designated powers and in accordance with the legislation and policy.
5. To attend Courts of Law to present evidence in accordance with legislation.
6. To search person/s in accordance with their designated powers and relevant legislation and policy procedures whilst respecting the dignity of the individual and being aware of the possible impact on the community.
7. To participate in police and agency led operations, working within appropriate authority limits.
8. To carry out those duties as prescribed by the Anti-Terrorism Act and the Police and Criminal Evidence Act as designated by the Chief Officer.

### Role Generic Tasks

9. To complete activities and tasks required of the role in a timely manner.
10. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
11. To communicate effectively with internal and external customers.
12. To ensure all work is undertaken is compliant with relevant legislation and force policies and procedures.
13. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

**Note:** This job description is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys 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. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

Skills / Attainments [to be evidenced on application]		Application	Interview
Role Specific	1. Must demonstrate the ability to communicate effectively, both verbally and in writing. <b>(E)</b>	X	X
	2. Must successfully complete the Certificate in Policing – 3935-03 by the end of the probationary period. <b>(E)</b>	X	
	3. Must be physically fit to pass the work related Fitness Test. <b>(E)</b>	X	
Role Generic	4. Must demonstrate a practical approach to problem solving <b>(E)</b>	X	X
	5. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail <b>(E)</b>	X	X
	6. Must be able to read and understand instructions and follow guidance <b>(E)</b>	X	X
	7. Must have effective written and oral communication skills <b>(E)</b>	X	X
	8. Must have basic numeracy skills <b>(E)</b>	X	X
	9. Must have basic keyboard skills and basic proficiency in the use of Microsoft Outlook and Word <b>(E)</b>	X	X
	10. Must have the ability to deal effectively with the general public in a customer service environment <b>(E)</b>	X	X
	11. Must possess an awareness of Health and Safety Legislation to support safe working practices <b>(E)</b>	X	X
	12. Must possess appropriate first aid skills or be prepared to undertake training in this, and in other Health & Safety issues <b>(E)</b>	X	X
	13. Must have a full driving license <b>(E)</b>	X	X
	14. Must have the ability to communicate through the medium of Welsh to level 1 or be prepared to achieve this within 6 months of appointment. <b>(E)</b> <a href="#">[Click here for the DPP Welsh Language requirements]</a>	X	

**KEY: (E)** – Essential / **(D)** – Desirable

**Please Note:** At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.