

Role Profile and Person Specification

ROLE PROFILE

Role Title:	PCSO	Leadership level:	
JRN:	30020 (Rural) 30021	Job family:	
Band:	PSCO Band	Location:	Location based
Allowances:	As per contract	Politically restricted:	No
Department:	Area Commands	Vetting level:	RV
Reporting to:	Sergeant Neighbourhood Policing	Date published:	September 2022
Posts responsible for:	None		

Part A – Job Description

Overall purpose of the role:

Provide a visible public-facing and problem-solving service within the community including patrol, neighbourhood investigation, neighbourhood offenders and co-ordination and promotion of services for under-represented groups. Engage with members of the community to support Neighbourhood Policing Teams (NPT).

Key responsibilities of the role:

1	Conduct high profile foot patrol of allocated areas in order to provide reassurance to the public, respond to calls for assistance and counter crime and disorder, passing information gained during the course of duties to appropriate officers.
2	Engage with the public, community partners and other agencies to build and maintain positive relationships as well as resolve community problems, crime and disorder using the Force's problem-solving approach. Engage in a variety of ways (including face-to-face, phone use and online) and provide appropriate resolutions. Share best practise and represent the Force in a professional manner.
3	Respond to and take control of incidents occurring within allocated areas and within designated powers, conducting initial investigation and scene preservation where necessary, to ensure that appropriate action is taken and effective support for victims and witnesses is provided in accordance with legislation, policies, and procedures.
4	Provide a service to victims of crime assessing threat, harm and risk as well as ensuring appropriate safeguarding measures are adopted. Identify where signposting or internal referral is needed, identify vulnerabilities, keep victims up to date as necessary and provide support and reassurance. Apply the relevant policies and procedures, adhering to appropriate timescales.
5	Utilise and update force systems and databases appropriately and keep relevant records in line with the relevant procedures and legislation.
6	Participate in briefings, operations, and other policing activities within appropriate authority levels to contribute to successful planning and conclusion.
7	Gather and process intelligence and evidence from community contacts and victims of crime, as well as contributing to activities which support

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	neighbourhood policing activities applying a problem-solving approach. Understand local priorities and crime trends to inform work, collaborating with internal contacts and using available data.
8	Attend court and support court preparation activity as necessary.
9	Exercise designated powers in accordance with, and directed by, those set by the Chief Constable.

Part B – Scope of contacts

Internal / External relationships:

Internal: All teams and departments internally.

External: Local authorities, Civil enforcement, NERCP (retail partnership), Outreach workers / charities, Housing agencies, Transport providers, Environmental Health, HSE, DVLA, Fire Service, Ambulance Service, NHS Services, Northumberland Estates, Parish Councils, Coast guards, Schools and Universities, other partner agencies.

Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

Part D – Continuous Professional Development (CPD) role 6 months

First 6 months

1	Undertake learning and assessment related to policing powers directed by the Chief Constable according to force needs.
2	Complete all annual and mandatory training.
3	Maintain and update key knowledge, understanding and skills relating to legislation policy and practice across all functional policing areas of operational policing

12 months and beyond

4	As above.
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Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	GCSE English and Maths (grade A* – C or 9 – 4) or equivalent	First Aid training Skilled in applying personal safety tactics and the use of	Application/interview/ CPD

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		<p>equipment where applicable.</p> <p>Completion of approved Level 4 qualification on its own or as a part of an apprenticeship, in line with the requirements of the PEQF.</p>	
Planning and organising	<p>Good time management skills with the ability to plan and prioritise own work.</p> <p>Able to review own performance objectively and to take steps to maintain and enhance competence and professional standards appropriate to the role.</p>		Application/interview/ CPD
Problem solving and initiative	<p>Able to develop knowledge and understanding of a local community including society composition, the needs of the vulnerable and local safety issues.</p> <p>Able to break down a straightforward problem into component parts, assess cause and effect and determine appropriate action.</p> <p>Problem solving skills with the ability to identify cause and effect and develop a course of action designed to target root causes as well as manage impacts.</p>		Application/interview/ CPD
Management and teamwork	<p>Good team working skills demonstrating awareness of individual differences.</p>		Application/interview/ CPD
Communicating and influencing	<p>Good verbal communication skills with the ability to listen to others, reason and defuse</p>		Application/interview/ CPD

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	<p>situations adopting a problem-solving approach.</p> <p>Able to proactively develop effective working relationships with colleagues, partners and other stakeholders which build rapport, trust, and confidence.</p>		
Other skills and behaviours	<p>Able to interpret and apply guidance to a specific activity</p> <p>Able to identify potential opportunities to enhance efficiency and/or effectiveness within own area of work.</p>	<p>Able to review own performance objectively and to take steps to maintain and enhance competence and professional standards appropriate to the role.</p>	<p>Application/interview/CPD</p>