

ROLE PROFILE Part1	Role Title	POLICE COMMUNITY SUPPORT OFFICER	
	Role Access/PDR	POLICE COMMUNITY SUPPORT OFFICER	
Grade/Rank	Sc4		
Responsible To	Safer Neighbourhood Team Sergeant		
Staff Responsible For	n/a		
Review by (Line Manager)	Inspector Rawson	Date	5 September 2007
Purpose of Job	To provide a visible and accessible uniformed patrol, support policing teams and complementing existing police patrols to address quality of life issues. To actively participate in such tasks to reduce anti-social behaviour and the fear of crime.		
Key Accountabilities	<ol style="list-style-type: none"> 1. To promote public reassurance and reduce the fear of crime by providing a highly visible uniformed presence. 2. To build on existing relationships with local communities and to increase public access to the police. 3. To achieve this by presence within the community and through engagement and communication with the public to provide a service that is responsive to the needs of all members of the community. 4. Provide a problem solving approach to community issues and develop working relationships with partnership agencies for the successful implementation of initiatives. 		

5. Build new working relationships with multi agency partners, to resolve
and seek resolutions to local community issues.
6. Respond promptly and assist police to take control of an incident by
providing appropriate support.
7. To actively seek community information/intelligence to build a picture of local activity and the local environment to assist in the identification and targeting of known offenders and crime trends.
8. To act on the intelligence collated, and to put in place solutions. To work with other Police Officer colleagues to solve community issues.
9. To ensure that all information gathered is processed in an appropriate and timely manner.
10. To carry out minor enforcement activity, using powers as appropriate to deter instances of nuisance or anti-social behaviour such as confiscation of alcohol from young persons.
11. To actively participate in supporting police operations and high profile events in a capacity commensurate with the nature of the post and its level

of responsibility.

12. Attend court and give evidence as required.

13. To assist in the development of less experienced colleagues as

requested

14. Maintain safe working practices for self and others in accordance with

Hampshire Constabulary's policy on Health and Safety.


In addition to the above duties and responsibilities, 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.

The post holder will be subject to annual appraisal, which will incorporate a review of the above duties and the performance of the post holder.

All potential employees of Hampshire Constabulary 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 work place

	bullying or sexist or racist behaviour.
Additional Requirements	<p>Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation.</p> <p>To give regular and effective service.</p> <p>The role holder is required to visit various locations within the OCU during working hours. Therefore the role holder is required to have access to a reliable system of transport that ensures the requirements of the role are met.</p> <p>Applicants must be physically active. The role will involve a lot of walking in all weather conditions.</p>

ROLE PROFILE Part2	Essential Literate and numerate
Education/Qualifications	<p>Desirable A good geographical knowledge of the local area in which you will be working, including an appreciation of local issues, problems and public concerns</p> <p>Knowledge of the Hampshire Constabulary organisation and structure.</p> <p>Knowledge of the phonetic alphabet.</p> <p>Experience of IT systems</p>
Experience	Essential Experience of dealing with the public or of working in a customer focused, service driven environment.
Recruitment & Probationary PDR Competencies	<p>Resilience (B)</p> <p>Shows confidence to perform own role without unnecessary support in normal circumstances. Acts in an appropriate way and controls emotions.</p> <p>Community and customer focus (C)</p> <p>Provides a high level of service to customers. Maintains contact with customers, works out what</p>

	<p>they need and responds to them.</p> <p>Effective communication (B) Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Asks probing questions to check understanding.</p> <p>Problem solving (C) Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.</p> <p>Personal responsibility (B) Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.</p> <p>Respect for Race and Diversity Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.</p> <p>Comply with Health and Safety Legislation Ensure that you show a duty of care and take appropriate action to comply with Health and Safety requirements at all times.</p>
<p>Approved by Personnel/Admin manager</p>	<p>Heather Cracknell</p> <p style="text-align: right;">Date 17.9.07</p>
<p>Entered on RP Library</p>	<p>Hannah Young</p> <p style="text-align: center;">Collar No 12834</p> <p style="text-align: right;">Date 24/9/2007</p>
<p>ROLE PROFILE Part 3</p>	<p>POLICE COMMUNITY SUPPORT OFFICER</p> <div style="border: 1px solid black; width: 150px; height: 20px; margin: 10px auto; text-align: center;">  </div>

CORE RESPONSIBILITY

ACTIVITIES

The role holder should effectively deliver these key requirements:

[Personal Responsibility](#)

[Maintain standards of professional practice](#)

Ensure your behaviour complies with Force values and organise your own work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own

performance.

Promote equality, diversity and Human Rights in working practices

Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity in working practices.

Comply with health and safety legislation

Ensure that you show a duty of care and take appropriate action to comply with Health and Safety requirements at all times.

Community Safety Adopt a problem solving approach to community issues

Work with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements.

Promote and raise awareness of social responsibilities and community safety amongst young people

Work with schools, local community representatives and agency stakeholders to develop and implement initiatives that will educate young people on personal safety and crime awareness.

Intelligence Use intelligence to support policing objectives

Use intelligence to support the achievement of crime reduction objectives. Ensure that intelligence is used ethically and in accordance with the relevant legislation, policy, protocols and codes and practice.

Gather intelligence to support policing objectives

Gather intelligence to facilitate the achievement of crime and disorder reduction objectives. Ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice.

Police Operations Provide an initial response to incidents

Respond promptly and take control of the incident by correctly identifying the nature of incident and take appropriate action to ensure that it is dealt with and recorded correctly.

Investigation Provide care for victims and witnesses

Ensure that the necessary care for victims and witnesses is provided, in an ethical and empathic manner and in accordance with the legislation, policies and procedures.

Managing the Participate in meetings

Organisation Prepare for and actively contribute within meetings in a clear, concise and relevant manner, ensuring decisions and actions are communicated to appropriate personnel.

Health, Safety and Welfare **Provide first aid**
Identify the nature of illness or injury and provide the necessary first aid treatment in accordance with approved procedures.

BEHAVIOURS

Leading People **Effective communication**
Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Asks probing questions to check understanding.
Teamworking
Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Leading the Organisation **Community and customer focus**
Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.
Problem solving
Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.

Leading the Way **Respect for race and diversity (A)**
Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.

Personal Qualities & Values **Resilience**
Shows confidence to perform own role without unnecessary support in normal circumstances. Acts in an appropriate way and controls emotions.
Personal responsibility
Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.