

GREATER MANCHESTER POLICE **JOB DESCRIPTION**

POST TITLE:	Police Community Support Officer, Neighbourhood Policing Team
DEPARTMENT/DIVISION/BRANCH:	Territorial Policing, Divisionally Based
SECTION/UNIT:	Neighbourhood Policing Team
GRADE:	D
RESPONSIBLE TO:	Sergeant (or Constable as designated)
RESPONSIBLE FOR:	N/A
AIM OF JOB:	To ensure a high profile, visible, uniformed presence within the local community in order to deter or disrupt both criminal and antisocial behaviour by patrolling, gathering intelligence, proactively and reactively reassuring the public and assisting in the prevention of crime and disorder particularly in crime 'hot spot' areas

MAIN DUTIES AND RESPONSIBILITIES

- To patrol the Neighbourhood Community on independent foot patrol or in company with others or cycle as directed and in uniform as provided; maintaining law and order, preventing crime and providing assistance to police officers as directed by their supervision,
- To provide contribution to local problem solving by identifying problems relating to local crime and disorder and quality of life issues.
- To gather intelligence/evidence and in liaison with the Neighbourhood Officer and the Operational Policing Unit (OPU), paying particular attention to Community Intelligence.
- To work in partnership with police officers, special constables, support staff and other partners, in order to reduce crime and disorder in the local area.
- To undertake 'stop searches' of persons/vehicles as directed by supervision in compliance with the Terrorism Act 2000, in times of heightened security.
- To issue notices as designated under legislation (see Manual of Guidance for Police Community Support Officers for detail)
- To prevent criminal offences pursuant within any designated powers (including those under direction of a police officer) provided by legislation (See Manual of Guidance for Police Community Support Officers for detail).
- To attend court to act as a professional witness in the prosecution of offenders.

- To report offenders for offences of Crime and Disorder in compliance with powers issued to Police Community Support Officers such as dealing with youths and others drinking alcohol in designated public areas.
- To foster and develop links within the community in which the Police Community Support Officer patrols, providing reassurance to the public especially in those 'hot spots' areas identified through our Crime and Disorder partnerships.
- To be knowledgeable about activities and movement of target criminals within the community and report on the same, where appropriate.
- To develop close links with vulnerable members of the community such as minority groups, young people and the elderly, and establish closer links with victim support and other agencies.
- To provide information and practical guidance to assist members of the community gain access to crime prevention initiatives, neighbourhood services and community projects such as leaflet drops and approaching potential victims of crime.
- To implement police strategies and tactics particularly those relating to enhancing quality of life or where antisocial behaviour occurs.
- To promote professional working relationships with other agencies.
- To build and foster links with police colleagues, special constables and police staff to enable an effective exchange of information and intelligence.
- To provide support as directed by supervisors such as assisting or facilitating at special community based events/parades/high profile presence at sporting events and crime scenes.
- To assist with traffic initiatives working alongside traffic officers, traffic wardens and government agencies.
- To assist in the preservation of crime scenes.
- To provide support to police officers in the control of crowds.
- To ensure compliance with statutory requirements in relation to information management including the Data Protection Act 1998, the Freedom of Information Act 2000 and the Code of Practice on Management of Police Information 2005, as appropriate
- To comply with the requirements of GMP's policies on Drug and Alcohol testing – requirements in respect of specific posts/ roles are described in the policies which are available on the Force Intranet
- Promote and comply with GMP's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
- To be responsible for improving your performance by participating in the Performance Appraisal process with your manager.
- Carry out such other duties that are consistent with the nature, responsibilities and grading of the post.

NOTES

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

See also Manual of Guidance for Police Community Support Officers for more specific detail relating to duties and powers.

POST TITLE:

Police Community Support Officer

LOCATION:

Divisionally Based

BEHAVIOURAL COMPETENCIES TO UNDERTAKE THE ROLE

Community and customer focus (B)

Sees things from the customer's point of view and encourages others to do the same. Builds a good understanding and relationship with the community that is served. Values different backgrounds, approaches and cultures.

Openness to change (C)

Understands the need for change and is willing to adapt to it. Is flexible and prepared to try out new ideas.

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.

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.

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.

Resilience (A)

Shows reliability and resilience in difficult circumstances. Remains calm and confident, and responds logically and decisively in difficult situations.

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

Team working (C)

Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Explanation of competency levels:

(A), (B), (C) indicates the level of competency taken from the National Competency Framework.

All behavioural competencies will be discussed in the Performance Appraisal.

SPECIALIST KNOWLEDGE/ SKILLS AND ABILITIES

Essential	Desirable
<p>Experience of working with members of the public and use of interpersonal skills.</p> <p>Carried out duties involving recording/retrieving of information and associated paperwork.</p> <p>Experience of working in a community based activity.</p>	

TRAINING/EXPERIENCE REQUIRED

Essential	Desirable
<p>Good standard of education i.e. literate and numerate in order to be able to compile reports.</p>	

OTHER REQUIREMENTS

Essential	Desirable
<p>Fit to carry out duties including patrolling the streets for long periods.</p> <p>Prepared to work unsociable hours according to requirements.</p> <p>Has achieved a good attendance record.</p> <p>Wear provided uniform and protective clothing and maintains the Force dress code standard..</p> <p>Medical include tests for hearing, colour vision, respiratory and back problems.</p> <p>Applications for this post will only be considered if they have provided a DNA sample for the elimination database. Drug testing will also apply.</p>	<p>Full UK driving licence and a vehicle available for work purposes (for officers employed on transport network duties only)</p> <p>Prepared to drive / use a police vehicle in a limited range of work related activities.</p>

All essential criteria above will also be discussed in the in the Performance Appraisal.

The desirable criteria marked with an asterisk will be desirable at selection stage but will become essential once in post and will be discussed in Performance Appraisal.

Please note that we will consider making reasonable adjustments to the above, in line with the Disability Discrimination Act.