Role Profile

Role Profile Part 1			
Role title	Police Community Support Officer (PCSO)	**Grade**	Scale 4
Dept/Area	Prevention & Neighbourhoods	**Vetting Level**	RV
Responsible to	Safer Neighbourhood Sergeant	**Staff line managed**	none
Reviewed by (Line Manager)	Insp Chris Taylor	**Date**	July 2025
Purpose of Job	To act as a key liaison point between local communities and policing, helping to prevent crime and anti-social behaviour. Publicly facing, to provide a visible, accessible and approachable uniformed presence in the community, to offer reassurance, defuse situations where there is the threat of conflict, improve confidence and trust, gather information and foster good community relations. To engage meaningfully with the communities they serve, working to solve local problems		
Key Accountabilities	1. Maintain a highly visible community presence in accordance with local area needs to address issues of public concern, act as a deterrent to local crime and improve community confidence. 2. Support ongoing Police operations undertaking community-based activities as directed to gather, handle and submit information and intelligence, acting in accordance with legislation, policies and guidance, to support law enforcement. 3. To respond to incidents enabling resolution to and/or preventing escalation of low-level offending in line with their designated powers and remit. 4. Develop close working relationships with key stakeholders, community bodies/individuals as directed to gather and provide information, support the vulnerable, promote community cohesion, identify and tackle low-level issues such as anti-social behaviour. 5. Develop effective relationships with individuals across the community, providing support and guidance to identify and assess needs, prevent crime, respond to concerns and build trust in policing. 6. Maintain awareness of potential and actual risks to individuals, escalating potential threats to public safety in line with Force guidance to support the identification and resolution of issues.		

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	7. Assist front line responses to more complex incidents, acting to contain, assess needs and/or provide support to ensure immediate public safety. 8. Support the implementation of problem solving and evidence based policing initiatives by identifying and exploring new and innovative ways or working in community policing. To apply critical thinking and problem solving methodologies using an evidence based approach 9. Give regular and effective service. Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary/ Joint Operations Unit may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. This role holds designated PCSO legal powers of enforcement in line with local Force requirements to support the successful resolution, prevention and deterrent of local crime. 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 acting within Force guidelines. Expected to gather and complete a Portfolio of evidence during a probationary period. Attendance at in house training courses will be required. The role holder may be required to visit other locations within Hampshire and the Isle of Wight and therefore needs to have the ability to travel as necessary. An initial 12-month probationary period will apply on appointment to the role. All role holders will need to undergo and maintain appropriate vetting in order to carry out the full duties of the role. Applicants must be physically active and will be required to complete mandatory Personal Safety and First Aid training with yearly refreshers. The role will involve a lot of walking/cycling in all weather conditions.

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	All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.

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Role Profile Part 2	
Education/Qualifications	**Essential:** Educated to QCF Level 2 (to include a pass in English) OR work experience deemed to have brought the post holder to a comparable level. **Desirable:** Current full driver's licence
Experience and Skills	**Essential:** • Competent in basic office IT skills **Desirable:** • Able to develop knowledge and understanding of a local community including society composition, the needs of the vulnerable and local safety issues. • Good verbal communication skills with the ability to listen to others, reason and defuse situations, particularly in confrontational circumstances. • Able to proactively develop effective working relationships with colleagues, partners and other stakeholders which build rapport, trust and confidence. • Good team working skills demonstrating awareness of individual differences. • Able to break down a straightforward problem into component parts, assess cause and effect and determine appropriate action. • Able to interpret and apply guidance to a specific activity. • 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. • Able to write concise reports or other documents. • Able to identify potential opportunities to enhance efficiency and/or effectiveness within own area of work. • Able to review own performance objectively and to take steps to maintain and enhance competence and professional standards appropriate to the role. • Good time management skills with the ability to plan and prioritise own work. • Skilled in the use of standard IT packages, systems and/or databases to fulfil role requirements. • Skilled in applying personal safety tactics and the use of equipment where applicable. • Able to develop and maintain personal resilience.

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Approved by People Services	Jayne Beddall	**Date**	01.11.2010

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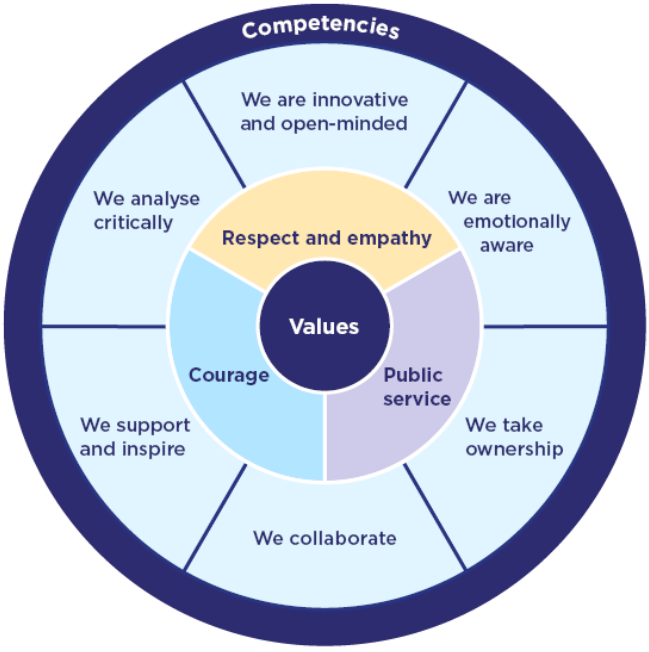
Role Profile Part 3 (2024)			
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service.		
	We are Emotionally Aware	Level 1	
	We Take Ownership	Level 1	
	We are collaborative	Level 1	
	We Support and Inspire	Level 1	
	We Analyse Critically	Level 1	
	We are Innovative and Open Minded	Level 1	
Underpinning Values	Courage		
	Respect and Empathy		
	Public Service		
Initial Development Skills for new to role period	All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required		
Continuing Professional Development	Courses and Conferences should be attended to benefit professional learning and development.		