



JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

HMI CATEGORY CODE:

DIRECTORATE: Local Policing
AREA/DEPT: Community and Targeted Policing,
Local Coordination Unit

FAU:

SECTION: Community, Early Help or Travelsafe
JOB TITLE: **POLICE COMMUNITY SUPPORT AND
TRAFFIC OFFICER**

REPORTS TO: Community Sergeant/Travelsafe Sergeant

CURRENT RANK/GRADE: **C**

DATE: August 2018

1. JOB PURPOSE: (Briefly state your job's overall objectives. To.....")

To provide a highly visible and accessible presence in local communities and perform other related duties thereby supporting the force in the delivery of local policing, promoting reassurance and enhancing community engagement in policing activities.

2. PRINCIPAL ACCOUNTABILITIES:

(Describe the important end results you are expected to achieve).

- a) Provide high visibility patrol in uniform, on foot in all areas of the community ensuring a high profile presence to promote public reassurance.
- b) Work as an integral part of community policing teams in addressing local issues commensurate with the role and to attend community forums when required, assisting with a problem solving approach and develop an Early Help centred problem solving approach to community issues, to take and support early action to prevent crime in the first instance and to identify root causes of the issues as soon as possible, to prevent them becoming entrenched.
- c) Identify relevant offences, witnesses and suspects as required to assist the investigation process, in accordance with the Police and Criminal Evidence Act, 1984 (PACE). Complete statements of evidence for inclusion in process files and attend Magistrate and Crown Courts to give evidence as necessary to explain their actions; prepare reports as appropriate.

- d) Utilise skills and experience to identify and tackle vulnerability taking appropriate action to report such vulnerability in accordance with Merseyside Police procedures. Conduct missing person's enquiries as directed and in accordance with approved Merseyside Police procedures, utilising and updating appropriate force systems.
- e) Attend incidents as directed in order to complete the appropriate crime reports for matters such as minor criminal damage (valued at less than £200 excluding motor vehicle crime), youth disorder, abandoned/found vehicles and burglary offences which are deemed to be of a historical nature.
- f) Give advice, assistance and direction to any member of the general public to impart necessary and accurate response on a wide range of police procedures, thereby enhancing the public perception of the police service in general and the Merseyside Police in particular. Provide reassurance to members of the public including following incidents that could potentially impact on community confidence, e.g. management of crime scenes.
- g) Maintain contact with the relevant Control Centre via means of the police radio network, conducting Police National Computer (PNC) checks, and supply intelligence in the approved Merseyside Police manner, reporting such matters as suspicious circumstances, abandoned vehicles, reporting sightings of missing persons and stolen vehicles. Assist as directed in relation to the security of any Merseyside Police premises during security alerts, for the safety of the general public and Merseyside Police employees.
- h) Request the attendance of any emergency service to incidents, administering first aid as appropriate and offering comfort to any persons so in need at the scene of any incident, ensuring that the best interests of any injured party are preserved.
- i) Support Area Road Safety and Crime Reduction initiatives. Educate motorists, on any contravention of Road Traffic Regulations, and advise them of their responsibilities to other road users. Operate speed detection equipment on street, working alongside Police Officers to enable the enforcement of speed limits; assist with initial and general on street training of new PCSTOs to ensure they obtain the proper skills required to efficiently undertake the role.
- j) Gather and collate evidence, through visual examination, interviewing suspects - in line with PACE and conducting PNC checks, to report offences; including no VEL, no MOT, no Driving Licence, misuse of Disabled Badge Scheme and Driving whilst Disqualified, enabling the prosecution of offenders. Report to the Local Authority any defective road lines or signs and arrange for the removal of abandoned, found

stolen vehicles, enabling the safety of pedestrians and the free flow of traffic.

- k) Undertake duties as directed, at situations of an unexpected and potentially dangerous nature i.e. bomb alerts, assisting police with traffic cordons and ensuring the safe evacuation of the public and vehicular traffic.

3(a) KNOWLEDGE AND EXPERIENCE:

(What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

The post holder should have knowledge about the role of a Police Community Support & Traffic Officer, citizen powers of arrest and detention, report and statement completion requirements, PACE (as relating to CSO duties), Traffic Regulations and Road Traffic Law. Professional knowledge is necessary for the correct interpretation and understanding of powers in relation to a wide range of statutes and regulations to enable the assessment of situations on their individual circumstances, in particular knowledge of powers under the Police Reform Act 2002. Postholder should have a working understanding of Early Help principles.

The post holder should be familiar with the overall concept of Community Policing in Merseyside in general and within their relevant Community Hub and Community Policing Area in particular, and have a good understanding of the forces Local Policing Strategy.

The post holder spends a large part of their working day without direct supervision in a high profile 'front line' position, singly crewed, unless otherwise directed. Accordingly they must possess organisational ability, the ability to use and act on their own initiative possess a high level of interpersonal skills being demonstrating effective communication skills, especially an ability to defuse either a potentially or actual confrontational incident.

The post holder must either possess or acquire appropriate first aid training, culminating in the required qualification and maintain that qualification. The post holder must be proficient in the use of the Force Information Technology (IT) systems for the processing of any relevant statements, PNC compliance and Command and Control (C&C) in order to interrogate these systems for the accurate recording of incidents and gaining information. When undertaking Early Help duties postholders will need to use relevant Local Authority Computer Systems.

It is desirable that postholders hold a valid driving licence and be a police approved basic driver to facilitate travel to appointments or patrol area which may be a distance from their parade station.

This role will represent the Merseyside Police in the eyes of the public and the post holder is required to present the highest degree of professionalism and integrity.

3(b) (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

In addition to those powers afforded to any other citizen, the post holder is afforded some standard powers for PCSTO's and will be designated by the Chief Constable to exercise some further powers, specified by legislation. The full and current list of these powers, can be found in the document "Guidelines for the Management and Deployment of Police Community Support and Traffic Officers". This document is available on the force intranet policy section, and will be updated to reflect any changes in standard or designated powers as necessary. The Chief Constable may vary the powers of the post holder as and when required.

4. RELATIONSHIPS:

(a) Supervisory responsibilities:

None

(b) Supervision Received:

The post holder will work as a member of the community police team and can be tasked and supervised accordingly. Line Manager is the Community / Travelsafe Sergeant. Postholders undertaking Early Help duties will receive day to day tasking from the Local Authority Early Help Managers however general line management remains with Merseyside Police.

(c) Other Contacts:

(i) Within Merseyside Police:

Daily:-

Police Officers of various ranks – receive instructions, advice as required and exchange information. Joint Control Centre (JCC) – for receiving deployments and the passing of information via radio.

Frequent:-

Local Coordination Unit – regarding equipment and welfare matters i.e. annual leave, sickness reports.

Regular:-

Local Coordination Unit and Force Intelligence – to pass on and receive information and intelligence in order to assist the post holder in their duties whilst engaged on patrol.

(ii) ***Outside Merseyside Police:***

Daily:-

General public, partner agencies, businesses, shops, vulnerable groups e.g. pensioners' meetings etc. giving advice, information and offering reassurance to support early action to reduce harm within our communities.

When Required:-

Attendance at any community forums or open meetings.
Magistrate and Crown Courts to give evidence.

5. CONTEXT:

(a) ***Operating Environment:*** (Services provided, work patterns, who are the customers).

The post holder will support the Force in delivering a quality service to the people and communities of Merseyside.

You will be required to work a rotating shift pattern covering the hours of 8am – 10pm, Monday through Sunday. You will be faced with challenging situations which will require you to call upon all of your skills and training to effectively deal with them. This involves high visibility patrol, addressing appropriate local community policing issues. The post holder is required to work as part of a team as well as being independent.

Customers include all members of the general public, employees from other agencies, and Merseyside Police personnel.

Postholders undertaking Early Help duties can undertake the role in uniform or plain clothes to meet the need of the person being visited. This is at the discretion of the police line manager.

(b) ***Framework and Boundaries:*** (Policies and procedures which affect you and how these can be changed).

The post holder will observe and support all current Merseyside Police policies, guidelines and policing initiatives, including the principles of Community First.

The Police Reform Act 2002 defines the role of Police Community Support Officers.

The Police and Crime Commissioner provides the Police Community Support & Traffic Officer service and operational control is at the discretion of the Chief Officer of Police.

The Chief Officer of Police can vary the functions and powers of a Police Community Support & Traffic Officer.

The Childrens Act 2004 and the Care Act 2014 define how children and vulnerable adults are worked with when the postholders are undertaking Early Help duties, the postholder will be required to observe and support all relevant Local Authority and Ofsted policies and guidelines relating to Early Help work.

(c) **Organisation:** (For each type of post that reports directly to you, outline below the posts overall responsibilities).

None

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: None

Staff: None

Other: **Customers** - General public, partner agencies, residents, businesses and employees of such within the relevant Community posted to. Other Community Policing Areas within relevant Hub and all other Local Policing Areas / Hubs within Merseyside Police.

Suppliers - Various departments within the Merseyside Police.

Geography - Merseyside Metropolitan area.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

To contribute to the vision of Merseyside Police in promoting and increasing meaningful participation of its local communities in meeting its policing challenges to deliver the aims of the Local Policing Strategy.

To be able to maintain a highly flexible approach with high professional standards in an environment of constantly changing demands and priorities.

Dealing with members of the public on a day to day basis in circumstances that can vary from the welcoming to the confrontational.

To act as part of a team or work independently in order to further develop effective and enduring community partnerships, identifying relevant partners and agencies, which can assist in achieving community aims and needs.

To be able to effectively communicate with people at varying levels and from diverse backgrounds, promoting and maintaining a sense of security and well-being throughout the community.

Collating, providing and using intelligence on force intelligence systems to support the objectives of the Local Policing Strategy.

8. ADDITIONAL INFORMATION:

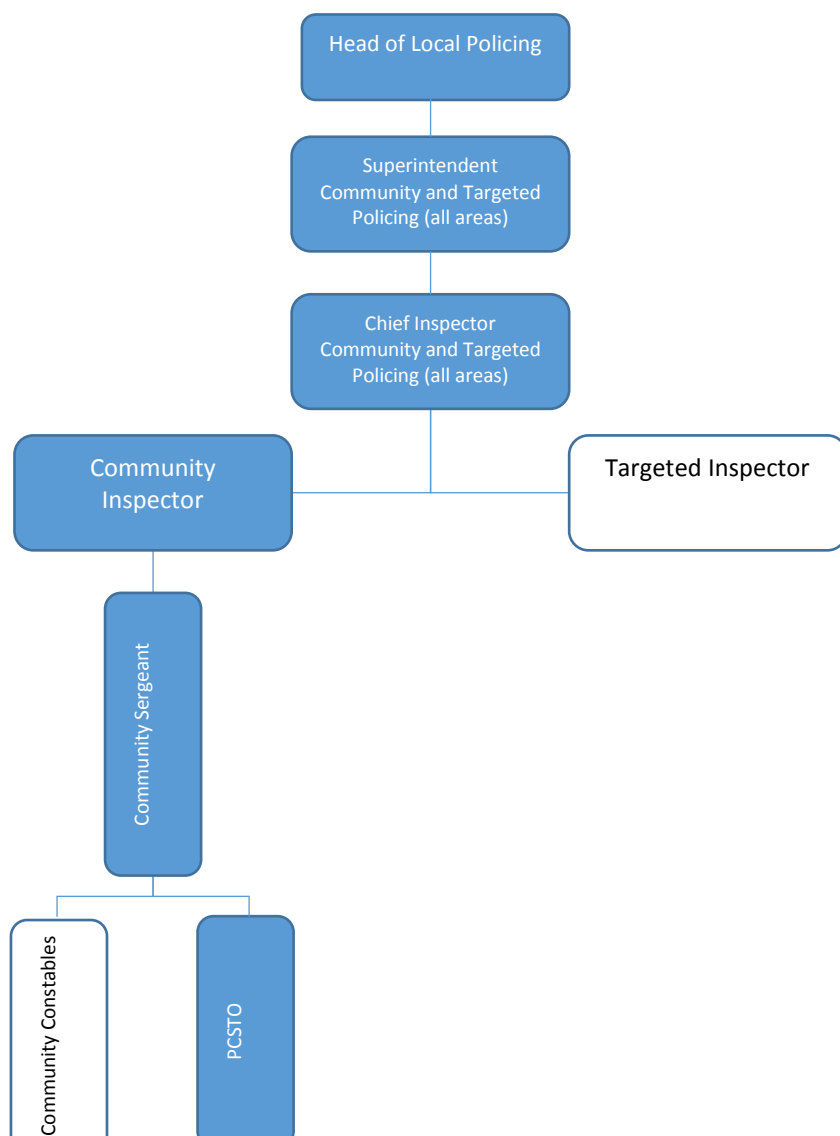
(Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

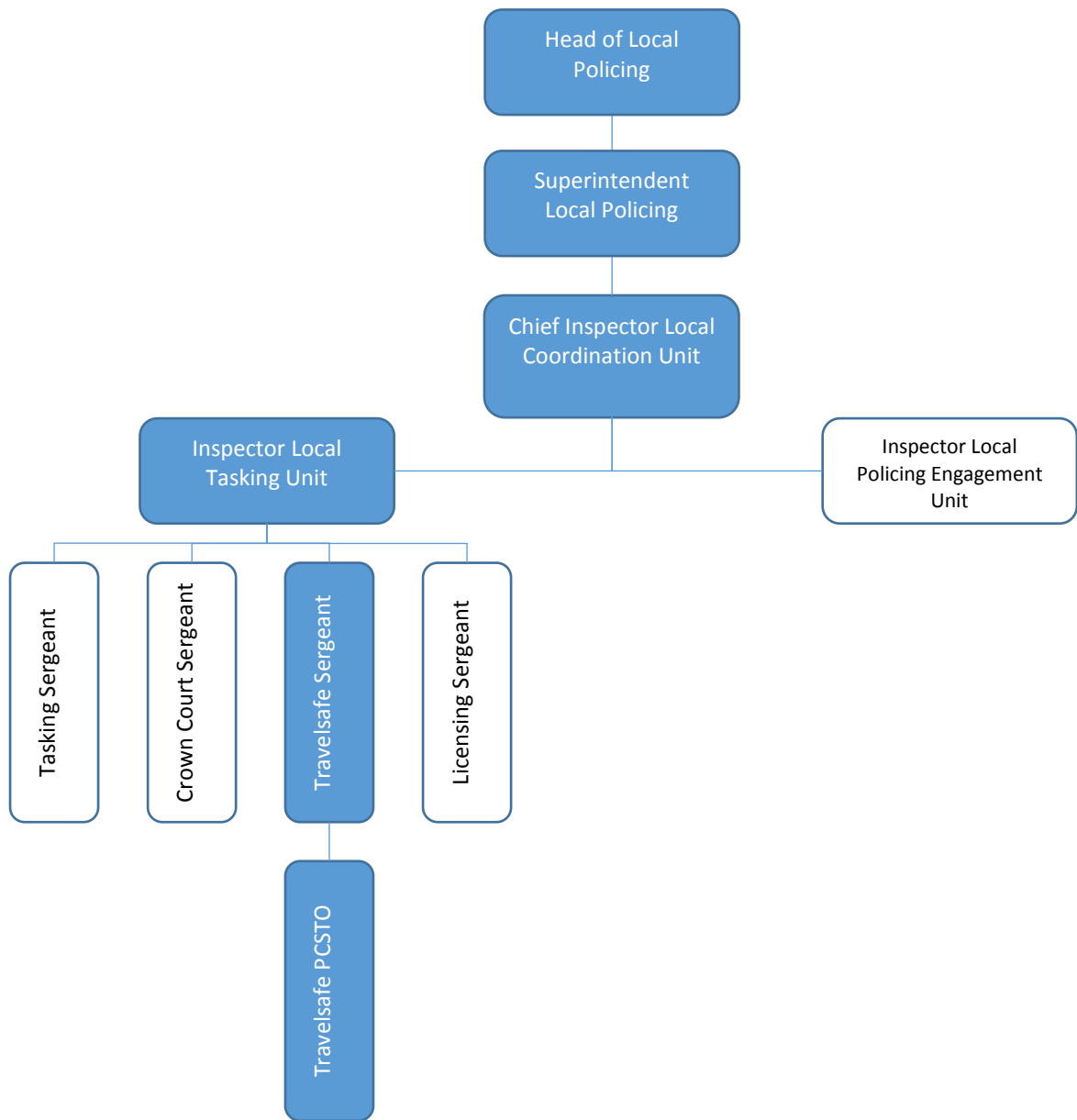
The post fulfils a high profile role and the holder must have the ability to deal with the public in a highly competent and professional manner. The post is one that represents authority in the view of the public and community and the duties of a Police Community Support & Traffic Officer will be performed with integrity, fairness and impartiality.

The function of High Visibility Patrolling provides an operational area of responsibility with a first contact representation of the police service.

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).





10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:
(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn

MANAGER'S NAME:
(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn