



## JOB ROLE Police Community Support Officer

### Job Role Tasks

#### Brief Detail of the kinds of things you do in your job

Police Community Support Officers (PCSO) act as a key liaison point between local communities and policing. Publicly facing, they provide a visible, accessible and approachable uniformed presence in the community to offer reassurance, defuse situations with threats of conflict, improve confidence and trust, gather information and foster good community relations. Some of the key accountabilities are;

- Maintain a highly visible community presence and act as a deterrent to local crime and improve community confidence.
- Support ongoing Police operations undertaking community-based activities as directed to gather, handle and submit information and intelligence.
- Support Police Officers in initial front-line response to incidents.
- Develop close working relationships with key community bodies/ individuals to support the vulnerable, promote community cohesion, identify and tackle low-level issues such as anti-social behaviour.
- Develop effective relationships with individuals, including the vulnerable and at risk.
- Maintain awareness of potential and actual risks to individuals.
- Support the identification and exploration of new ways of working and innovation in community policing, applying critical thinking and problem solving methodologies to identify solutions to problems in line with evidence based practice.
- Support the implementation of problem solving and evidence based policing initiatives by championing and applying relevant methodologies and approaches to area of work.
- Assist front line responses to more complex incidents as a first at scene responder.

#### How do you use English in your job role

I use English every day in my role as a PCSO, from writing notes in my pocket note book, to completing statements and recording crimes on our computer system. It is very important to have a good standard when writing statements as these are often used as evidence in court so we check our spelling and grammar are correct before submitting. Likewise with recording crime we need to ensure we are including all relevant detail to enable a thorough investigation.

#### How do you use Maths in your job role

Many roles in the police use Maths on a regular basis, for the role of a PCSO it is useful when dealing with vulnerable victims of fraud or dealing with shop lifters/criminal damage so we can work out how much a person may have lost in value.

#### How do you use ICT in your job role

I started the role as a PCSO 9 years ago and we use technology now more than ever, we have work mobiles that contain software allowing us to complete some of the simple tasks of the day. We have laptops and use many Microsoft apps such as word, powerpoint, excel and teams. PCSO's even deliver powerpoint presentations within schools to classes of children on topics relating to the police such as; knife crime, hate crime and internet safety. The police also have their own crime recording software called niche which we use daily within our role.

**What other curriculum areas help you in your job role i.e. History, Drama, Sport etc**

Science can play a huge part within certain roles of the police such as forensics where they look at recovering DNA from the scene of a crime. Sport can help keep you physically fit for the role of a PCSO as most of the job is conducted on foot or bicycle. We can cycle miles and walk thousands of steps in a shift so we are highly visible to the public.

One of the key skills of a PCSO is communication, this can be verbal or using the appropriate body language.