# Job Description

**Role – Community Safety Patrol Officer**

**Service/Team** – Housing and Communities/Public Protection/ CSAS Team

**Reports to** Community Safety Accreditation Scheme Manager

**Post number** - 109078

**Career Grade** - G

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by providing a service that tackles issues of anti-social behaviour which have an adverse impact on our communities, ensuring a balanced approach to enforcement and support is taken**.

**Job Overview**

As an officer accredited under the Community Safety Accreditation Scheme (CSAS) you will be empowered to carry out patrols in specific areas to deter anti-social behaviour through the use of limited powers, maintaining a highly visual and proactive service in the local area. A balanced approach is used to ensure enforcement action is taken when necessary and those who are vulnerable are signposted to support services.

The role works as part of the extended Neighbourhood Police Team, working within the police station and benefiting from enhanced information sharing.

## Key Responsibilities

* Undertake community patrols, providing a visible presence and identifying anti-social behaviour, to deter anti-social behaviour and provide support and reassurance to the community.
* Receive reports and complaints of anti-social behaviour from various sources, recording the details and providing reassurance to the person reporting the incident.
* Assess incidents to determine appropriate action or intervention, using accredited powers where necessary, in accordance with defined policies and procedures. This will involve passing reports of incidents and intelligence to the police and other partners where appropriate.
* Where necessary, take appropriate non-confrontational action and deliver appropriate interventions to resolve the situation using negotiation skills.
* Engage with the community and partners as part of a holistic approach to preventing and resolving anti-social behaviour, to support the development of Community Safety Plans and appropriate and creative solutions to reducing crime and disorder in BCP communities.
* Maintain accurate records so that information is up-to-date, accessible, and able to be used in enforcement proceedings and data analyses.
* Identify those individuals who may be vulnerable, offering appropriate advice, making suitable referrals and signposting to support services where required.

## Specific Qualifications and Experience

* Educated to NVQ Level 2 / 5 x GCSE or equivalent. Essential
* Qualified under Community Safety Accreditation Scheme. Desirable
* Sound knowledge of conflict management and ability to keep calm in challenging or volatile situations. Essential
* Understanding of the Anti-Social Behaviour, Crime and Policing Act 2014 and the tools available to address anti-social behaviour. Desirable

## Personal Qualities & Attributes

* Ability to exercise judgment, sensitivity and discretion to deal with difficult issues and individuals with complex needs. Essential
* Ability to use initiative and innovation to solve problems and provide advice and guidance based on professional knowledge and experience. Essential
* Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations. Essential
* Ability to communicate, in both clear written material and verbally, at all levels with stakeholders and partner agencies. Essential
* Ability to accurately document incidents and refer them to suitable agencies as required. Essential

## Job Requirements

* The role holder may be working with vulnerable people or those with complex or multiple service needs. Essential
* The role holder will be required to work outdoors in all weathers, with long periods of walking required. Essential
* Role holders will be required to work outside core hours, including weekends. Essential
* The role holder will be required to pass the Police Vetting process to NPPV Level 2 Essential
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car. Essential

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.