


ROLE PROFILE	Pilot Role Police Community Management Officer (PCMO)	
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>To deliver, with partners, dedicated and professional problem solving that contributes to community capacity, resilience and engagement, supports the management of community risks and safeguards the vulnerable. In addition, to work with partners in order to manage down demands on the police service and identify issues not relevant to police or a policing lead. This role will work within a defined neighbourhood or set of neighbourhoods and supports fully the force mission, our organizational priorities and the OPCC Policing Plan. In particular, this will be achieved by:</p> <p>Acting as a Specialist Problem Solver</p> <ul style="list-style-type: none"> • Be tasked on problem solving on a daily basis via the NIM, undertaking geographic or theme-based problem solving accountable to TIMS and the TTCG. This role will not self-deploy, but agree priorities with the Sector Inspector. • Own local activity in response to the Neighbourhood Harm Register and linked Problem Solving Plans (PSPs). • Co-ordinate problem solving around repeat victims, drawing on the skills and capability of other specialists where necessary. • Review all repeat locations data locally, seeking opportunities to reduce demand. <p>Co-ordinate Community Capacity Building</p> <ul style="list-style-type: none"> • With partners, assist relevant local councils in their development of “emergency plans”. • Identify and develop local networks and communication that promotes and supports this activity. • Work alongside NBMs to support positive community messaging <p>Provide effective community engagement in order to harness and develop the “Citizens in Policing” approach of the force</p> <ul style="list-style-type: none"> • Understand what effective “engagement” is and utilise partner agencies’ experience and communication networks to develop this. • Develop enhanced community connection and interaction, tasking and championing Citizens in Policing. • Lead “engagement for a purpose”, linked to the force mission and undertaking it on a multi-agency rather than single-agency basis in order to identify risk, harm and vulnerability. • Champion volunteering, watch schemes and other opportunities to complement policing activity through community involvement. <p>Act as a Partnership fulcrum</p> <ul style="list-style-type: none"> • Identify and link with appropriate partnership agency roles working within a similar field (e.g. Community Safety Officers, ASB Officers, Registered Social Landlords’ resources). • Directly engage with key groups and partners to problem solve, co-locating where necessary. • Represent the police at appropriate partner agency meetings, identified and agreed with the Sector Inspector. <p>Be focused upon “early intervention” opportunities</p> <ul style="list-style-type: none"> • Understand the national “Troubled Families” programme. • Contribute to local practitioner groups delivering to the “Troubled Families” programme and identify areas where it is appropriate for the police to lead. • With the Sector Inspector, identify appropriate police service resources that can enhance early intervention opportunities.
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	Champion crime prevention <ul style="list-style-type: none"> • Understand crime prevention principles and techniques and keep informed about developing ways of working (e.g. predictive policing, co-ordinated patrol zones). • Support the work of the Crime Prevention Officer in embedding prevention principles within the workplace, and with partners, and assist in the delivery of crime prevention advice in key locations. • Support the work of Missing Persons Co-ordinators in order to reduce repeat missing reports. • Support the briefing and tasking of response and crime resources on community risks and PSPs. • Review Local Organised Crime Profiles in order to seek engagement opportunities that will assist in the gathering of intelligence, identification of risk/harm and enable proactive prevention or mitigation of the risk/harm. 				
Rank/grade	TBC	Location	TBA	Vetting Clearance	BC
Role-Specific Training and CPD to be undertaken.	<ul style="list-style-type: none"> • Storm/ UNIFI/GIS • “Effective Community Engagement” training- partner agencies run courses. • Crime Prevention Officers Course • Problem Solving Training • Project management understanding • Leadership and management skills 				

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	None Required	
Essential Activities of the role	<ul style="list-style-type: none"> • Provide specialist advice and knowledge • Prepare and deliver briefings • Understanding of partnership working • Understanding of crime reduction responsibilities • Represent one’s own agency at other agencies’ meetings • Analyse information • Effective use of Microsoft “Office” products, especially ‘Word’ and ‘Powerpoint’ 	
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none"> • Proven problem solving ability • Full understanding of the principles of crime prevention • Full understanding of community engagement • Excellent communication and presentation skills • Proven negotiating skills, with the ability to influence at a senior level • Excellent Customer care skills 	
Essential Behavioural Competencies	<ul style="list-style-type: none"> • Strategic perspective • Openness to change • Negotiation and influencing • Respect for race and diversity 	<ul style="list-style-type: none"> • Team working • Effective communication • Problem solving • Planning and organising

SECTION 3: ACTIVITIES & BEHAVIOURS

Core Responsibilities	Activities The role holder should effectively deliver these key requirements:
Managing the Organisation	Contribute to policy formulation Draft policies that are fair, support organisational strategy, aims and objectives and comply with relevant legislation. Ensure effective consultation with stakeholders. Review and amend policies taking into account organisation changes.

	<p>Prepare strategic position papers and briefings Prepare position papers and briefings in response to questions from senior personnel and others in accordance with legislation and organisational protocols.</p>
	<p>Provide specialist advice and knowledge Provide specialist advice and knowledge to colleagues, partners and other individuals and agencies to support the achievement of organisational objectives and enable compliance with organisational policy.</p>
Finance and Resources	<p>Operate budgets Use financial resources efficiently, taking prompt corrective action when variations occur between actual costs and allocated budget.</p>
Community Safety	<p>Represent one's own agency at other agencies' meetings Attend multi-agency case conferences/meetings as a representative of the Police organisation, ensuring that recommendations and decision(s) do not commit the organisation to action which they cannot deliver and/or breach legislation, policy and procedure.</p>
Managing and Developing People	<p>Coach and mentor staff and Volunteers Provide advice, guidance, and feedback, to build confidence and improve effectiveness within existing roles and to acquire the knowledge and skills necessary for personal development.</p>
	<p>Delegate work to others Give responsibility and authority to others for discrete pieces of work, agreeing with them the targets they need to achieve, advising and supporting them in what they do.</p>
	<p>Develop individuals and teams to enhance performance Develop the knowledge and skills of both team and individuals to ensure the best possible results at work by identifying needs, planning their development and using a variety of activities to improve performance.</p>
	<p>Prepare and deliver presentations Prepare and deliver information to diverse audiences ensuring that you use an appropriate communication style, operate equipment correctly and represent the values of the Service.</p>
	<p>Supervise the work of teams and individuals Supervises short and medium term objectives, develops plans, monitors work activities and regularly assesses the performance of teams and individuals to ensure that team objectives and performance indicators are achieved. This is to predominantly refer to Volunteers/ Citizens in Policing.</p>

Health, Safety and Welfare	Manage the welfare needs of individuals – Volunteers predominantly Recognise any problems that a member of staff/volunteer may be experiencing, assist them in identifying the cause and agree a suitable way forward, acting at all times in accordance with organisational policy.
	Supervise Health and Safety – Volunteers predominantly Ensure that all team members are aware of health and safety requirements, continually seek ways to improve the work environment and take effective action in response to breaches in health and safety requirements.
Personal Responsibility	Maintain standards of professional practice Ensure your behaviour complies with organisational values and organise your own work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance.
	Make best use of technology Make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements.
	Promote equality, diversity and Human Rights in working practices Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity in working practices.

BEHAVIOURS

LEADERSHIP

Strategic perspective –

Concentrates on issues that support the broad organisational strategy. Maintains a broad view, and understands and considers the interests and aims of other units or outside organisations.

Openness to change:

Supports, promotes and puts into practice change. Introduces new ways of doing things and encourages others to accept them. Overcomes barriers to change

Negotiation and influencing –

Uses logic and reason to influence others. Persuades people by using powerful arguments. Identifies clear aims in negotiations and achieves satisfactory outcomes.

WORKING WITH OTHERS

Respect for race and diversity –

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 –

Creates working partnerships inside and outside the organisation. Develops links with outside stakeholders to get different views. Develops strategies to help people work together to achieve organisational goals.

Effective communication –

Communicates all needs, instructions and decisions clearly. Adapts the style of communication to meet the needs of the audience. Checks for understanding.

ACHIEVING RESULTS

Problem solving –

Gathers information from a range of sources to understand situations, making sure it is reliable and accurate. Analyses information to identify important issues and problems. Identifies risks and considers alternative courses of action to make good decisions.

Planning and organising –

Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures