



Police Community Support Officer Application pack



About the job

BTP's Mission is to work in partnership with others to help build a safe railway environment that is free from disruption and the fear of crime. PCSO's are vital in achieving our mission by acting as connector within our community and maintaining public confidence.

No two days will be the same as you help protect and reassure the passengers, railway staff and retailers within the BTP Community. As a national police force, we expect our people to be the best, without exception.

You'll be willing to work hard to learn the skills you need to serve your community and reassure the public. You will have all the responsibilities of a PCSO but focused within a railway environment which will also allow you to enforce BTP Byelaws. Typical duties will include visible patrols at stations, assisting passengers and supporting staff.

We are looking for resilient individuals with a flair for customer service. An ability to engage with the community and forge strong links with our partner organisations is essential. Articulate, adaptable, and able to think on your feet, you'll be known for your ability to resolve a diverse range of scenarios. Above all, you'll see this not as a job, but as a vocation - and you'll be passionate about having the chance to make a difference.

Join our driven and diverse team and you'll find the rewards are as unique as the challenges.

Who we're looking for

It is important that our police officers provide the best possible service. As such we are looking for people who are both eligible for the job and capable of doing it effectively, as defined by the following eligibility criteria.

Nationality / Right to work in UK

You must have the right to live and work in the UK permanently and without restriction. You will automatically have this right if you are a British

national or a member of the EC or other states in the EEA (Iceland, Norway, and Liechtenstein). Commonwealth citizens and foreign nationals may also be eligible – please note you must be able to stay here permanently and work without restriction.

Residency

All applicants (regardless of nationality and right to work) must have been resident in the UK for the last 3 years at least. This is required to ensure we can vet you sufficiently and applies as much to British applicants as to any other nationality. A 2 week holiday abroad is fine, but a gap year spent travelling is not.

Age

You must be 18 years old to become a PCSO.

Convictions and cautions: you and your family

You will not be eligible to apply to become a PCSO if you have ever had any convictions, cautions, reprimands and penalty notices (other than driving penalty notices). This includes juvenile convictions.

We will also want to know whether any of your close family or associates are involved in criminal activity. As a result, comprehensive local and national (international if appropriate) security checks are completed on all applicants and their families/ immediate associates. Applicants are strongly recommended to advise family members etc that security checks will be carried out on them.

Where relatives or the associates of an applicant are found to have unspent convictions or cautions for recordable offences, the following will be considered:

- The likelihood that the applicant's performance and discharge of duty will be adversely affected e.g. through adverse pressure or a conflict of interests;
- The nature, number and seriousness of the offences or involvement in criminal activity and the time over which these took place;
- Whether the circumstances are likely to bring discredit to or embarrass the police service or police force.

A decision that an applicant is 'unsuitable' on the basis of relatives' convictions, intelligence material or his/her criminal associations will be taken by the Force Vetting Officer. The results of checks on relatives and associates will not be disclosed to an applicant.

Tattoos

Tattoos are not necessarily a bar to appointment and much depends on their size, nature, location and extent. Tattoos however cannot be accepted if they are on your face, neck and hands.

Tattoos elsewhere will be considered unacceptable if they;

- Undermine the dignity and authority of the constable;
- Could cause offence to members of the public or colleagues and/or invite provocation;
- Are garish or numerous or particularly prominent;
- Indicate unacceptable attitudes towards women, minority groups or any other section of the community;
- Indicate alignment with a particular group which could give offence to members of the public or colleagues;
- Are considered to be rude, lewd, crude, racist, sexist, sectarian, homophobic, violent or intimidating.
- If you have tattoos on your forearms you should describe their nature, any words used, extent, size and location in your application.

Membership of British National Party (BNP) or similar

If you are, or if you have been a member of the BNP or similar your application will be rejected.

Health

PCSO's encounter stressful situations, trauma, physical confrontation and work long hours on shifts and as a result they need to be resilient enough to cope with the demands and pressures of police work. Applicants must therefore be in good health mentally and physically to undertake police duties.

Our health standard requires you to show that you can give regular and effective service. In order to do this, we ask you to provide details of your health. If you are successful at the application stage and pass the assessment centre you will be sent a medical questionnaire and asked to come in for a medical examination. The health of each candidate is considered individually and no decision to reject a candidate is made without referral to a medical advisor.

Applicants with disabilities

The Disability Discrimination Act 1995 defines a person with a disability as "A physical or mental

impairment which has a substantial adverse long term effect on his or her ability to carry out normal day to day activities."

The police service welcomes applications from people with disabilities and will do all it can to make reasonable adjustments, which will allow disabled applicants to do the job. Please let us know if you have a disability and the type of adjustment, which you might need to enable you to apply for and do the job.

Eyesight

The following eyesight restrictions apply to PCSO applications:

Distance vision

6/12 or better with either your right or left eye and 6/6 with both eyes together. If you wear spectacles or contact lenses you also need to reach 6/36 without your spectacles or lenses.

Near vision

6/9 with both your eyes together (aided).

Colour vision

The use of colour correcting lenses or severe colour vision deficiencies (monochromats) will render you ineligible to apply. Mild anomalous trichromats are acceptable as are severe anomalous dichromats or trichromats but you will need to be aware of the deficiency and make appropriate adjustments.

Eye surgery

Radical Keratotomy, Arcuate Keratotomy or corneal grafts are not acceptable. Other forms of refractive surgery such as LASIK, LASEK, PRK, ICRS, epiflap are all acceptable provided that six weeks have elapsed since surgery, there are no residual side effects and the other eyesight standards are met.

Business interests

Unless the Chief Officer decides otherwise, you will not normally be eligible for appointment as a PCSO if you have any of the following business interests:

- You hold any office or employment for hire or gain (other than as a PCSO/ police officer) or you carry on any business
- Your spouse or any other relative living with you keeps a shop or similar in the area of the police force in question
- You, your spouse or any relative living with you holds or has a financial interest in any licence or permit relating to liquor licensing, refreshment houses or betting and gaming or the regulation of places of entertainment.

Financial position

PCSO's hold a privileged position with regards to their access to a range of sensitive and valuable information and could be potentially vulnerable to corruption. As a result we require applicants to be free from the pressure of undischarged debts or liabilities and to be able to manage loans and debts sensibly.

As part of assessing your application we will check to determine and verify your financial position. We understand that the majority of applicants will have debts of some sort such as a mortgage, student or other loan or credit/store card debts and debts which are within your means and are manageable will not be a bar to appointment.

However, applicants who have existing County Court Judgements or IVA's outstanding against them or who have been registered bankrupt and their bankruptcy debts have not been discharged will not be considered. Applicants who have been registered as bankrupt and their bankruptcy debts have been discharged will only be considered after three years from discharge of the debt. Applicants who have discharged County Court Judgements or IVA's may be considered.

Education and skills

Qualifications are not a requirement for appointment but for training and development purposes you will be required to produce examination certificates if recommended for appointment. If you are still in, or have recently left full-time education, we may also ask for a referee from the relevant institution.

Job Description

Main purpose of the role

To patrol the area for which responsible, working in partnership with the community, railway companies and other agencies to ensure railway community safety and crime reduction, and provide a visible accessible and familiar community presence.

Main responsibilities

To conduct high visibility uniformed patrols to counter public disorder and nuisance, responding to calls and requests for assistance appropriately.

To provide public reassurance to discourage low level offences and Anti Social behaviour.

To work with relevant bodies to build and maintain community relationships and partnerships

To enforce railway byelaws and summary offences using both conventional reporting methods and fixed penalty notices.

To provide support and assistance to Police Officers to take the appropriate control of an incident.

Gather information and intelligence during patrols and routine activities in accordance with relevant legislation, policy and codes of practice

To prepare and submit written statements of evidence and attend court to support prosecutions where necessary.

Community Safety

Adopt a problem solving approach to community issues -

Work with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements.

Conduct patrol

Conduct high visibility patrol to maintain community confidence and minimise risks to public safety.

Contribute to maintaining railway safety

Contribute to maintaining railway safety by identifying and responding to hazards, dealing with railway offences and attending incidents in accordance with legislation and Force policy.

Intelligence

Gather intelligence to support policing objectives

Gather intelligence to facilitate the achievement of crime and disorder reduction objectives. Ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice.

Use intelligence to support policing objectives

Use intelligence to support the achievement of community safety and crime reduction objectives. Ensure that intelligence is used ethically and in accordance with the relevant legislation, policy, protocols and codes and practice.

Police Operations

Prepare for, and participate in, planned policing operations

Participate in police and agency-led operations, working within appropriate authority limits and carrying out tasks necessary for the successful implementation of the operation whilst managing risks to the operation and acting in accordance with legislation and procedure.

Provide an initial response to incidents

Respond promptly and take control of the incident by correctly identifying the nature of incident and take appropriate action to ensure that it is dealt with and recorded correctly.

Investigation

Conduct initial investigation

Participate in the initial investigation and scene preservation in accordance with the relevant investigation policies and legal requirements, demonstrating support for victims and witnesses and recognising any possible impact on the community.

Manage scene preservation

Manage the scene, under direction, taking appropriate action to ensure the initial preservation of the scene is complete.

Provide care for victims and witnesses

Provide the necessary care for victims and witnesses in an ethical and empathic manner and in accordance with the legislation, policies and procedures.

Custody and Prosecution

Search person(s) or personal property

Search individual(s) or personal property in accordance with the relevant legislation, policy, procedures, whilst respecting the dignity of the individual and being aware of the possible impact on community.

Prepare and present case files

Identify and present case materials, working with the CPS or other relevant agencies/organisation to progress the case.

Present evidence in court and at other hearings

Attend court and give evidence in accordance with legislation.

Personal responsibility

Complete administration procedures

Ensure that all matters relating to the process of information are carried out in a prompt, efficient manner and in accordance with legislation, policy and procedure.

Comply with Health and Safety legislation

Ensure that you show a duty of care and take appropriate action to comply with Health and Safety requirements at all times.

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.

Provide an organisation response recognising the needs of all communities

Build and maintain community relations by providing a service that is responsive to the needs of all communities and by ensuring that those affected by crime receive a fair and anti-discriminatory service.

Work as part of a team

Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and organisational objectives.

Managing the Organisation

Participate in meetings

Prepare for and actively contribute within meetings in a clear, concise and relevant manner, ensuring decisions and actions are communicated to appropriate personnel.

Health, safety and welfare

Provide first aid

Identify the nature of illness or injury and provide the necessary first aid treatment in accordance with approved procedures.

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

Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.

Community and customer focus

Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them.

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

Personal responsibility

Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.

Resilience

Shows reliability and resilience in difficult circumstances. Remains calm and confident, and responds logically and decisively in difficult situations.

Selection process

To become a PCSO, you must demonstrate that you have what it takes to undergo the challenges of training and, ultimately, policing. As such you will be judged according to a rigorous recruitment and selection process.

If you have a disability e.g. a specific learning difficulty, reasonable adjustments will be considered for the selection process. You will be advised of the procedure at the relevant stage.

Stage 1: Complete an application

The application form includes sections for you to provide evidence of the core competencies we are looking for, the preparation you have undertaken before making an application, and why you want to become a PCSO.

Stage 2: Assessment centre

If you are successful at application form stage you will be invited to attend a formal assessment centre.

The Assessment Centre will consist of:

- A 45 minute structured interview
- Numerical Computation and Verbal Reasoning psychometric tests
- A written communications test
- The Job Related Fitness Test (JRFT)

Together, these activities will allow us to assess whether you have the skills and qualities required of a PCSO.

Step 3: Medical

If you are successful in the assessment centre and given a conditional offer you will be asked to attend a comprehensive medical assessment which will be conducted by a doctor or registered nurse. The medical assessment is thorough and includes checks of your eyesight, hearing, blood pressure and body mass and will help us to determine whether or not you have the level of health that is required of a PCSO.

Step 4: Vetting and references

You will go through the full vetting process once you have been given a conditional offer, this will include employment reference checks as well as details included in the Security Checks section. We will inform you once the appropriate Security Checks have been completed, and will not forward your offer letter or contract until this stage. We will also follow up employment references for the previous 3 years. Your current employer will not be approached until you have your contract or you give us permission. As with any other job we reserve the right to withdraw the offer if an employment reference identifies an issue, although this is rare.

Vetting standards continue to apply both until your commence employment, and thereafter. Should any incident occur leading up to start date which you would have declared on your Personal Information Questionnaire, however minor you believe it is, you must contact us about it. Failure to do so is considered an integrity issue.

Pay and benefits

PCSO's within British Transport Police can expect a competitive pay and benefits package which include:

Competitive salaries paid 4-weekly

£19,332.81 on commencing service

15% shift allowance on completion of training

Annual leave entitlement

PCSO's are entitled to 28 days annual leave for less than 2 years service, rising to 30 days after 20 years service. A total of 8 Bank/Public Holiday with pay is granted annually. These will be compensated if you are required to work any of these days.

Pension Scheme

You will, at the discretion of the British Transport Police (BTP), be entered into the Police Authority Shared Cost Section of the Railways Pension Scheme on the date you enter the Force Employment. Under the provisions of the Social Security Act 1986, membership of a pension scheme is not compulsory. If you give notice to opt out of the Railways Pension Scheme within one month of joining the Scheme then steps will be taken so that you will be treated as never having been included in the Scheme.

Travel

PCSO's are entitled to free or reduced rate rail travel facilities for residential purposes only in accordance with the current regulations. Currently PCSO's in London and the South East receive 70 miles free mileage, and those outside London and the South

East receive 8 miles. Travel concessions are granted at the discretion of A.T.O.C. and will be withdrawn in the event of their misuse.

Full Occupational Health Service

Covering advice to management and employees on all work related health matters including physical and psycho-social, and assisting in the prevention of adverse health effects. We also provide welfare support through Care First for all employees.

Key Worker Housing

Living in some locations, particularly London can be expensive. PCSO's are often eligible for Key Worker Housing which can help you get on the property ladder through a range of government backed low cost ownership options. Some sites you may find useful include www.mho.co.uk, www.housingoptions.co.uk and www.myftbihome.co.uk

Please note that these organisations and schemes are not associated with BTP in any way, and any questions you have should be directed to the organisation you are interested in.

FAQ's

1. When will you be contacting successful applicants?

All applicants will be informed if they have passed or failed the application form stage of the process. If you want an update on the status of your application please keep an eye on the recruitment website and please do not contact us before 14th February 2014.

2. When will I know if I have a place at the Assessment Centre?

The results of the paper sift will be communicated from late February onwards. You will have approximately 2 weeks notice if you are to be invited to attend the Assessment Centre in London during March 2014.

3. Can I transfer my results from a previous Assessment centre with another force?

BTP's vision is to provide policing excellence for Britain's Railways. To help achieve this we have moved away from the national recruitment process (NPIA) and the SEARCH Assessment centre, favouring a robust selection process that is bespoke to BTP.

In view of this we are unable to accept applications from Home Office forces as the results are non-transferable.

4. Can I apply while I have a live application with another force?

Yes due to the fact that BTP offers a bespoke selection process we will not ask you to cancel your application with another force until you have been given a conditional offer.