

Community Safety Patrol Officer - Job Description
Technical Job Family Level 4

Role purpose:

Required to carry out a range of diverse activities to improve the safety, welcome and look and feel of North Somerset.

The postholder will support the council's Operational Teams by providing a point of contact for local communities, providing information and advice to residents and businesses, building and maintaining positive relationships that will help keep North Somerset safe, clean and welcoming.

The postholder will be expected to carry out high-visibility patrols and inspections across the district, identifying and reporting any breaches or compliance issues. The postholder will also be expected to assist with the enforcement of low level anti-social behaviour and environmental issues in public spaces such as littering, etc.

The post holder will work a shift pattern (covering the 7 days/week) which will include evenings and weekends based on demand.

Typical activities

Provide information and advice to customers. Establish and maintain appropriate links between agencies, businesses and the general public.

To promote safe use of the beach fronts, public spaces and beauty spots across North Somerset by undertaking patrols and inspections under the guidance of senior colleagues and/or within statutory frameworks. Typical activities will include:

- Working a shift pattern (rotating each week over a 7-day period)
- Working within defined localities such as events and, anti-social behaviour hotspots to address community issues (across North Somerset)
- Proactively patrolling beach fronts, public spaces and beauty spots across North Somerset identifying anti-social behaviour and other issues in the community etc
- Assist in the enforcement of local by-laws/regulations

Knowledge, skills & experience

NVQ level 2 in literacy and numeracy and the ability to write clear and concise statements

NVQ level 2 or 3 units of qualification or equivalent practical work experience to achieve the qualification in technical skills relating to the service area. Previous work experience in a customer service, regulatory and /or legal environment is essential.

Practical work experience with partners and communities.

Awareness and general understanding of the service area technical protocols, regulations and relevant legislation

Ability to work with partners, contractors and engage with the general public. This includes the ability to manage conflict and situations that may escalate.

<p>To provide high visibility presence within communities to make open spaces more attractive for families and other community users</p> <p>To gather and share information/intelligence about emerging and current anti-social behaviour and environmental issues to support the development of multi-agency plans to resolve these issues</p> <p>Undertake enforcement of Public Space Protection Orders which will include confiscation of alcohol and collating evidence of suspected breach of the PSPO cases of infringements</p> <p>Collating evidence of suspected cases of infringements of Anti-Social Behaviour, Environmental Crimes and Regulatory legislation for further action by others including enforcement.</p>	<p>Experience of working in isolation and as part of broader partnership teams.</p> <p>Understanding of professional boundaries</p> <p>Able to commit to working weekends and evenings, as part of a shift pattern.</p> <p>Ability to work without close supervision and recognise professional boundaries to seek advice when appropriate.</p> <p>Ability to drive and/or cycle around the district on a daily basis—access to a vehicle will be provided.</p>
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