



Join our team...

Police Community Support Officer



About the job...

Police Community Support Officers (or PCSOs) are a vital part of the police frontline. They have particular designated powers, but (unlike Police Officers) they do not have the power of arrest. As a PCSO you work in the community and carry out a wide range of duties to support our mission of keeping people safe.

People join the police as a PCSO because they want to help people. It's a hands-on job where no two days are the same. You'll face new challenges all the time, but you'll also end each day knowing that you've made a positive difference to someone's life or to a community.

For many people, being a PCSO is a "destination career", and they stay in the role, becoming experts in their area, with a wide network of local contacts. Others use their experience as a PCSO as a stepping-stone to a career as a Police Officer.

As a PCSO, you will:

- Wear a uniform and work 37 hours a week, in eight hour shifts
- Go out on patrol in your area, to provide support and reassurance in the community
- Take action to tackle problems (such as disorder and anti-social behaviour) that affect people's quality of life
- Be a point of contact for people in the community, using your communication skills to build strong, positive relationships between different groups, individuals and the police
- Work on crime prevention initiatives, and give advice and support to victims of crime and vulnerable people
- Be deployed on incidents and give on-the-ground support to investigations
- Gather intelligence about what is happening locally



“My favourite things about the job are the people and colleagues I work with, and the variety of what we do.”

Angie Smith, PCSO



About you...

To become a PCSO you must be aged 18 or over, entitled to work in this country, and have been a resident in the UK for the past three years.

When we recruit PCSOs, we're looking for personal qualities rather than qualifications, so here's what you'll need to succeed:

- Great communication skills: you need to be able to get along with people from all walks of life, listen carefully and communicate clearly and persuasively
- The ability to work on your own initiative, and as part of a team, with minimal supervision
- Level-headedness: you'll be able to keep calm and think rationally even in stressful situations
- Problem-solving skills
- Literacy, numeracy and IT skills, as you will have to use a radio and computer equipment, complete reports and read written briefings
- Personal resilience and a positive attitude - policing can be emotionally challenging
- A good level of physical fitness as you'll need to pass a medical and fitness test to join, and you'll be out on patrol as part of the job
- A genuine desire to serve the public, and give your best to help other people

PCSOs are paid employees, not volunteers as some people think.

- You'll be paid £20,115 initially, rising to £22,275 based on performance and experience
- You'll also get an allowance for shifts and weekend working
- You'll have 24 days annual leave, rising to 30 days after five years' service, plus statutory holidays
- You'll be part of the Local Government Pension Scheme



Pay and benefits

- You'll have access to North Yorkshire Police's employee discounts service, UpBeat, and the cycle-to-work scheme
- You'll be supported by our welfare and well-being services, and our informal staff support networks

Being a PCSO is an important and challenging job, so we make sure you have the best possible training and support to prepare you for the role, and develop your talents once you're out on patrol.

Training journey

INITIAL TRAINING - 9 WEEKS

Our expert training team will prepare you with classroom learning, practical activities and assessments.

1

NEIGHBOURHOOD - 10 WEEKS

You'll be posted to a neighbourhood where an experienced tutor will supervise you and provide on-the-job training.

2

END OF PROBATION

After nine months your probation period is complete, and you can apply for additional training and specialist roles.

4

INDEPENDENT PATROL

You're out in the community, with line management support from your Sergeant

3

How to apply...

North Yorkshire Police runs recruitment campaigns for PCSOs at different times, according to the needs of the Force.

We are working to increase the diversity of our workforce, and applications from all parts of the community are welcome.

Visit our website for full info on the job and links to the application form.

www.northyorkshire.police.uk/pcso