

Job Description

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| Job Title | Patrol and Response Officer |
| Directorate | Neighbourhoods and Housing |
| Service Area | Safer City and Communities |
| Grade | 5 |
| Competency Level | 1 |
| Salary | £30,060 - £34,314 |
| Job Type | Office Based |
| Location | Liverpool Citywide |
| Disclosure and barring service (DBS) | Basic DBS and Baseline Personnel Security Standard (BPSS) |
| Job Evaluation Ref No | A7792 |

Job Purpose

To provide mobile security and enforcement services to a wide range of customers and communities in support of the aims of City Watch to reduce and tackle aspects of crime, disorder and Anti-Social Behaviour (ASB) and to reduce the fear of crime through proactive patrols and by using a range of enforcement. The role will work in close cooperation with internal and external partners, especially blue-light partners to promote the Safer Parks programme and contribute towards key themes within the Council Plan such as Thriving Communities.

Directly Responsible For:

Not applicable

Directly Responsible To:

City Watch Patrol and Response Team Manager

Main Areas of Responsibility:

- Officers will undertake a wide range of face-to-face enforcement duties, engaging calmly and professionally with the public especially in a community safety and security setting to provide advice and guidance and enforcing regulations for criminal and environmental offences and byelaws, which may include the removal, detention or arrest of offenders
- Officers will maintain accurate records including pocket notebooks and have a good level of ICT proficiency and able to use a range of applications to compile documents and reports relating to the role, which may include the preparation and presentation of evidence files at court, issuance of Fixed Penalty Notices and documentation to support interviews under the Police and Criminal Evidence (PACE) Act
- Officers will be responsible for a range of equipment including fleet vehicles, incident vans, electric bicycles, CCTV and body-worn video equipment, and will be expected to operate within legislation such as Data Protection Act (DPA) and General Data Protection Regulations (GDPR) and to Standard Operating Procedures (SOPs)
- Officers will have and maintain a good geographical knowledge of Liverpool to support the prompt response to alarm notifications to ensure safety and security of staff, premises and assets. This will include personal safety alarms, Lone Worker monitoring systems and fire and intruder alarms as directed by briefings, dispatch sheets and radio communications from a centralised

control room and monitor and support static security staff at designated locations and may be covered by the Care Act

- Officers will represent the council as a positive ambassador of the city and the City Watch service providing a professional and supportive point of contact for the community, providing security and safety advice and representing the brand and reputation of the service and council at forums and meetings
- Officers will be the first responder to a range of alarm activations, security and safety incidents, which may require initial scene management and quick assessments of emergency health and safety needs. Officers will need to act in a calm and collected manner to ensure accurate records are maintained and effective response is provided under difficult circumstances. This may involve providing trauma aid – dependent upon training and guidance – coordination of council responses and clean up teams, and support to emergency services

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- Explores different options for funding and income generation
- Being fully responsible for handling cash when providing dispatch duties
- Being fully accountable for managing and maintaining the council's assets, which will include the use of fleet vehicles and other equipment associated with the role

- Ensuring the integrity of the council's assets, which will include ensuring the safeguarding of confidential data and information such as the location of council premises and surveillance camera assets and ensuring the security of sites, site plans, site procedures, alarm codes and site keys

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role requires long periods of driving fleet vehicles, sitting and concentrating for long periods
- The role requires officers to work in all weather conditions, which includes undertaking foot and possibly bicycle patrols
- The role requires officers to open and close gates in parks and at sites, which can include pulling and pushing
- The role requires officers to provide guarding duties to protect sites and secure events as directed
- The role requires officers to respond to emergency incidents, which may include kneeling, bending and moving injured persons or damaged items
- The role requires officers to work individually and as part of a team with internal and external partners to cover a 24-hour shift system including public holidays

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.



- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan
- Engaging in the council's appraisal process, working towards service aims and being responsible for personal performance targets
- Ensure compliance with relevant legislation and working practices, which will include Standard Operating Procedures

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to

carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Formal qualification in relevant field, such as NVQ level 2, or equivalent relevant experience in a uniformed role (A/I)
- Full driving license for driving motorcars and vans (A/I)

Desirable

- Completion of recognised training courses relevant to Enforcement or the Security Industry and the role

Experience

Essential

- Experience of working within a disciplined, uniformed environment and dealing with the public to provide excellent customer service, especially in an enforcement and security setting (A/I)
- Experience of using a range of systems and IT to deliver enforcement, such as radio communications, Body Worn Video, PDAs and applications such as Microsoft Office to produce accurate logs and report information, send emails and compile written witness statements (A/I)
- Experience of working with internal and external partners to deliver joint aims and objectives within rigid deadlines and sometimes conflicting demand (A/I)



- Experience of working within a highly regulated, compliance framework and a working knowledge of areas such as the P.A.C.E and CPIA, in relation to an enforcement setting (A/I)

Skills/Abilities

Essential

- Ability to communicate both verbally and in writing to a technical and non-technical audience, using these skills to accurately pass information and to ensure represent City Watch and the City Council whilst providing front-line services (A/I/T)
- Able to work as a peripatetic driver, often single-crewed and driving for long periods night or day to provide a first response to vacant sites, intruder alarm activations, calls of Anti-Social Behaviour and to physically open and close heavy gates and doors etc. - The role includes long foot and cycle patrols (A/I)
- Ability to work under own initiative and prioritise work, responding to issues as they arise and applying standard risk assessment methodology to ensure the delivery of safe and efficient services to the community, which may include taking enforcement action in difficult circumstances (A/I/T)

Commitment

Essential

- Ability to work a structured, flexible shift pattern to provide 24-hour response to security matters, 365 days a year, citywide, and demonstrate a flexible approach to the role (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level