



WE WANT YOU

COUNCIL COMMUNITY SUPPORT OFFICER



**DO YOU ENJOY MEETING NEW
PEOPLE AND CREATING
CONNECTIONS?**

**ARE YOU GOOD AT THINKING ON
YOUR FEET?**

**ARE YOU INTERESTED IN WORKING
WITH YOUR LOCAL COMMUNITY?**

**WOULD YOU LIKE TO ENGAGE WITH
POYNTON RESIDENTS, GROUPS,
YOUNG PEOPLE AND BUSINESSES?**

**DO YOU HAVE A GOOD ATTENTION
TO DETAIL?**

***YOU COULD BE WHO WE'RE
LOOKING FOR!***

**FULL TIME 37 HOURS / NJC SPINAL POINT 11-16: £28,142 - £30,518
THIS POSITION HAS A ROLLING DEADLINE AND WILL END ONCE A SUITABLE
CANDIDATE IS FOUND.**



FIND OUT MORE AT POYNTONTOWNCOUNCIL.GOV.UK



CCST Criminal Convictions and Vetting Information

IMPORTANT

THE REHABILITATION OF OFFENDERS ACT 1974

The provisions of the Rehabilitation of Offenders Act relating to the non-disclosure of spent convictions do not apply to this job. **YOU MUST, THEREFORE, DISCLOSE WHETHER YOU HAVE ANY PREVIOUS CONVICTIONS IN THE APPLICATION FORM.**

Vetting Process

Once the organisation has selected a job applicant to whom it wishes to offer employment, the candidate will undergo an enhanced checks including police vetting. The vetting process is beyond the Town Council's control and can take anything from a few weeks up to three months.

As part of the vetting process you'll be asked to provide information on:

- Yourself (personal information, financial information, police information, criminal history)
- Your family (parents, parents' partners, siblings, partner(s), children)
- Co-residents
- Associations that may cause a conflict of interest with your role or the police service

Police Vetting also includes:

- **Background checks** - This is across all police information systems on you, your family and other associates
- **Credit reference checks** - This is to make sure money problems don't make you vulnerable to blackmail or corruption
- **Social Media and Open Source checks** - These are checks on content about you that's publicly available on the internet. This ensures there's nothing linked to you that could undermine public trust and confidence in the police service.
- **Other government and overseas agency checks**

An offer of employment will be made only upon receipt of a clear police vetting check.



Role Summary

Provide a first response, visual uniformed presence in the Community whilst providing reassurance to residents and business owners. Using set powers to report and deal with anti-social behaviour such as parking issues, underage drinking, fly tipping and to local authorities and reporting graffiti, criminal damage, suspicious activity and drug dealing to the police. Issuing penalty charges notices for anti-social on-street parking.

Interact and engage with local community groups including schools, churches and independent living facilities to assist in making their lives and surroundings safer and providing reassurance, information and practical support and education on scams, road safety, anti-social behaviour.

Responsibilities

- Maintain a high-profile uniformed presence in the Poynton undertaking regular patrols on foot, bike or in the council's vehicle.
- Respond in real time to community concerns, incidents, antisocial behaviour etc and take appropriate action, utilising enforcement powers including parking enforcement where needed.
- To report as appropriate
 - Environmental issues including vandalism, fly tipping, graffiti, and other damage
 - Highways issues including pot holes, faulty street lights, burst water mains, sink holes, fallen trees damage to street furniture and blocked paths.
- Work closely with the local Policing Unit to help resolve community issues and improve the quality of life for residents.
- Gather good quality evidence, by making notes of patrol and incident activity to support police investigations and prosecutions and the enforcement of penalty charge notices
- Gather and share information obtained from the community regarding such things as suspicious activity parking issues, underage drinking, fly tipping and drug dealing, via the official sharing agreement.
- Work closely with Macclesfield CCTV unit and request assistance during patrols for cameras to be repositioned to help monitor Community issues and incidents.
- Respond professionally and politely to approaches from members of the public/local business owners, passing on information and advice including crime reduction and regulatory advice to the community.
- Oversee and attend regular ASB diversionary events for young people, including Football and Dance initiatives for young people
- Bridge the gap between the generations by organising intergenerational events.
- Deliver educational presentations to children and young people.
- Escorting school children within Poynton, ensuring safe passage and promoting road safety.
- Deliver relevant information and updates to community groups and assisted living facilities.
- Establish community links through liaison with local community groups, forums, agencies and organisations, (e.g. Neighbourhood Watch, Victim Support, Dementia Friends, U3A).



Job description

JOB TITLE: Council Community Support Officer

GRADE: NJC SCP LC1 11-16

RESPONSIBLE TO: Senior Council Community Support Officer

JOB PURPOSE

Provide a first response, visual uniformed presence in the Community whilst providing reassurance to residents and business owners, using set powers to report and deal with anti-social behaviour such as drug dealing, suspicious activity, parking issues, underage drinking, fly tipping and graffiti to local authorities.

Interact and engage with local community groups including schools, churches and independent living facilities to assist in making their lives and surroundings safer and providing reassurance, information and practical support and education on (not limited to) scams, road safety, anti-social behaviour.

Principal responsibilities

First Response.

Maintain a high-profile uniformed presence in the Parish of Poynton with Worth undertaking regular patrols on foot, bike or by liveried van.

Respond in real time to community concerns, incidents, antisocial behaviour etc and take appropriate action (as authorised), utilising enforcement powers including parking enforcement where needed.

Report environmental issues including vandalism, fly tipping, damage or malfunction of property and equipment encountered on patrol as soon as practicable (e.g. potholes in car parks, faulty street lights, graffiti) via any external reporting systems and also input the details on the town council issues logs.

Respond to adhoc approaches from members of the public/local business owners responding politely and in a professional manner, passing on information and advice in order to immediately resolve their issue/concern or to help their understanding of and or increase compliance with regulatory matters. Provide crime reduction advice to community members and businesses.

Liaison with the Local Police

Work closely with the local Police and PCSO's to help resolve community issues and improve the quality of life for residents and improve the local environment. Share information obtained from local residents/shopkeepers regarding such things as drug dealing, suspicious activity parking issues, underage drinking, fly tipping via the official sharing agreement.

Gather good quality evidence, by conscientiously and consistently making contemporaneous notes of patrol and incident activity (e.g. evidence in support of the police, support of penalty charge notices, conversations with members of the public etc).

Attend regular catch/up information sharing meetings to further develop and strengthen the link with the local force.

Utilise accredited powers

When appropriate utilise accredited powers that have been identified and accredited under the Community Safety Accreditation Scheme that have been trained and been given permission to use the powers under Schedule 41 of the Police Reform Act (2002)

- Request name and address of a person believed to have been acting, or to be acting, in an anti-social manner
- Require name and address of the a driver or pedestrian who fails to follow appropriate directions
- Require persons drinking in designated places to surrender alcohol
- Require persons aged under 18 to surrender alcohol
- Stop cycles
- Control traffic for purposes other than escorting a load of exceptional dimensions
- Photograph persons away from the Police Station.
- Request name and address of person who an accredited person has reason to believe has committed a relevant offence
- Request name an address of a person begging

Diversionary Initiatives, Intergenerational events and School Talks

Oversee and attend the ad hoc ASB diversionary events for young people, ie) Football and Dance initiatives for young people and liaise with the town council's events co-ordinator to advertise and facilitate events where appropriate. Investigate other possible events and seek permission from COPs to carry them out.

Oversee and attend any intergenerational events within the community to bridge the gap between the generations.

Deliver educational presentations to the primary school children as required and attend and deliver talks to the High School on Student development days where appropriate.

Deliver relevant information and updates to community groups and assisted living facilities as and when required.

Liaison with outside agencies and bodies

Work closely with outside agencies within the Community such as (but not limited to) Cheshire Peaks and Plains, Cheshire East Council to raise residents' concerns in real time can include fallen trees, fly tipping water bursts, sink holes, property damage.

Work closely with Macclesfield CCTV unit and request assistance during patrols for cameras to be repositioned to help monitor Community issues and incidents.

Assist the local schools with escorting children to and from buildings within the town, promoting road safety and ensuring the safe passage of the pupils.

Establish community links through liaison with local community groups, forums, agencies and organisations, (e.g. Neighbourhood Watch, Victim Support, Dementia Friends, U3A).

To undertake any other duties that may be required by the Town Clerk from time to time appropriate to the grade and designation of the post.



PERSON SPECIFICATION

JOB TITLE: Council Community Support Officer

GRADE: NJC Spinal point 11-16 (£28,142 - £30,518)

RESPONSIBLE TO: Senior Council Community Support Officer

CRITERIA	ESSENTIAL/DESIRABLE*	METHOD OF ASSESSMENT
Skills and Aptitudes	<ul style="list-style-type: none">• Ability to think clearly and react sensibly when under pressure.• Able to use initiative and apply common sense.• Excellent communication skills.• Able to deal with conflict and confrontation and cope with aggressive encounters.• Confident with an ability to deliver presentations in front of groups of varied sizes within schools and community organisations on a variety of topics• Professional and courteous.• Firm, sensitive, tactful, empathetic and patient.• Articulate and literate.• Observant with a good attention to detail.• Ability to keep accurate records.• Ability to work unsupervised and alone for large amounts of time.• Able to apply knowledge of legislation, guidance and policies to a practical situation in a fair and consistent manner (full training will be provided)	Application & Interview

	<ul style="list-style-type: none"> • Creative thinking and problem solving skills. • Enthusiastic and willing to promote a positive image of the Service and the Council. • Ability to ride a bike 	
Qualifications	<ul style="list-style-type: none"> • No specific qualifications are required for this post, but a good standard of literacy is needed. 	Application
Experience	<ul style="list-style-type: none"> • Significant experience of responding professionally to members of the public. • *Experienced in responding appropriately to situations of conflict. 	Application & Interview
Job Related Knowledge	<ul style="list-style-type: none"> • *Knowledge of the local area. • Although not necessary, the following job-related knowledge would be an advantage: <ul style="list-style-type: none"> ○ Understanding of other local authority services ○ Knowledge of Antisocial Behaviour and Environmental Crime (dog fouling, littering, graffiti etc) legislation and appropriate prevention and enforcement tools and powers. ○ Familiar with safeguarding principles 	Application & Interview
Other Requirements	<ul style="list-style-type: none"> • To pass the vetting outlined in the vetting document. • Capable and willing to work outside in all weather conditions. • Required to patrol on foot, carrying mobile equipment for the majority of working time. • Required to work an average 37 hour week to include evening work, weekends and some Bank Holidays on an ad hoc flexible basis. • May occasionally be required to switch duty rosters to meet service needs including “hot days” 	Application & Interview

	<ul style="list-style-type: none"> • To attend and complete all relevant training associated with the role of the CCSO including self-defence and first aid and other courses as identified from time to time 	
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*=Desirable

N.B this position requires the incumbent to wear the provided uniform including footwear and hat.
30th July 2025