

**Community Support Officer - Job Description**  
**Technical Job Family Level 4**

**Role purpose:**

Required to carry out a range of activities to improve the safety, welcome and look and feel of North Somerset during the COVID-19 Pandemic.

Be a point of contact for local communities, providing information and advice to residents and businesses on the current COVID regulations, building and maintaining positive relationships that will help North Somerset to comply with COVID-19 guidance.

The postholder will be expected to carry out high-visibility patrols and inspections across the district, identifying and reporting any breaches or compliance issues with the COVID regulations for further action by others. 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 about COVID regulations and guidance they should follow. 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. Typical activities will include:

- Promote social distancing and encourage public compliance with COVID-19 public health measures Directing pedestrians and managing pedestrian one-way systems
- Reminding members of the public to wear a face covering where required in relation to business premises, public transport, etc
- Check and promote visibility of COVID-19 Secure messaging

Identify and recommending changes to the appropriate level in the Council with regards improving social distancing measures, such as the placement of highway barriers etc

**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.

Establish and maintain appropriate links between agencies, businesses and the general public, to provide information and advice to members of the public and businesses about the COVID regulations and guidance they should follow. Typical activities will include:

- Educate and explain COVID-19 Secure guidelines in the public realm and for business premises
- Working with local businesses on queue management in the public realm, for example, advising on one-way systems and social distancing in queues
- Ensuring businesses are meeting the minimum COVID secure standards and requirement
- Identify and support businesses and premises not following guidelines, escalating as appropriate

To gather and share information/intelligence about emerging and current COVID-19 compliance issues, anti-social behaviour and environmental matters to support the development of multi-agency plans to resolve these issues

Collating evidence of suspected cases of infringements of COVID regulations and ASB legislation for further action by others including enforcement.

Undertake 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 and in COVID non-compliance, anti-social behaviour, etc hotspots to address community issues (across North Somerset)
- Proactively patrolling a locality and identifying COVID non-compliance, anti-social behaviour, etc
- Assist in the enforcement of local by-laws/regulation
- To provide high visibility presence within communities

Experience of working in isolation and as part of broader partnership teams.

Understanding of professional boundaries

Able to commit to working weekends and evenings, as part of a shift pattern.

Ability to work without close supervision and recognise professional boundaries to seek advice when appropriate.

Ability to drive and/or cycle around the District on a daily basis – access to a vehicle will be provided.

