



Job Description

Post Title:	Volunteer Coordinator
Grade:	E
Responsible to:	Head of Business Services and Assurance
Responsible for:	N/a
Location:	The Office of the Police and Crime Commissioner (Currently located at 3 Northgate Street, Warwick).
Date:	July 2023

Job purpose

To coordinate the recruitment, support and activities of a volunteer workforce who will contribute to the delivery of the Police and Crime Plan.

To deliver the statutory Independent Custody Visitor scheme, and other appropriate volunteer programmes operated by the Police and Crime Commissioner.

Main responsibilities

1. Understand and implement the statutory requirements of the Independent Custody Visitor Scheme to ensure the scheme delivers its aims.
2. Implement other OPCC volunteer schemes where appropriate, in order to involve communities in the work of the PCC, and to meet identified needs.
3. Use professional approaches to develop positive relationships with volunteers, ensuring regular two-way communication and resolution of issues, and continued motivation of volunteers.
4. Develop policies and procedures to ensure smooth running of the scheme, and a volunteer handbook appropriate to the needs of volunteers.
5. Develop positive relationships with key force personnel – such those working in Custody Suites to ensure that each party understands the purpose of the

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scheme, and that good standards of practice are in place and arising issues are proactively addressed.

6. Carry out activities to encourage recruitment to volunteer programmes and retention of volunteers.
7. Deliver an appropriate programme of training and development to volunteers.
8. Liaise with regional and national colleagues to share and identify good practice in scheme delivery and to work together where appropriate.
9. Where appropriate engage with national membership organisations who can provide support and information to the office or to volunteers directly.
10. Liaising with the Head of Media and Communications, carry out communications activity using agreed and established routes and approaches.
11. Collate management information and data to inform understanding of the successes of the scheme and as an evidence base to improve the service.
12. Prepare briefings notes and papers about matters pertinent to volunteer schemes or their development and provide updates to governance meetings as required.
13. Work closely with other colleagues to improve operational practices, effectiveness and efficiency.
14. Maintain professional awareness and horizon scan for future developments, with a commitment to personal and organisational development.
15. Demonstrate a commitment to equality and diversity through actions and activities, using knowledge and tools to understand the impact of decisions on users.
16. Undertake any other duties as reasonably commensurate with role.

Special conditions

- Travel across Warwickshire
- This role is politically restricted
- Flexi-time applies to this role

Security level

- Recruitment Vetting
- CTC Vetting

Person specification

Knowledge

- Understanding of the role of the Police and Crime Commissioner and the relationship between the PCC and the force.

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- Knowledge of the processes and procedures which relate to working with volunteers.

Experience

- Delivery of volunteer schemes.
- Experience of managing staff and/or volunteers.
- Experience of delivering projects and programmes, implementing systems and processes in a systematic way.
- Experience in managing deadlines and competing priorities.
- Experience in gathering evidence and information to inform development of practice.

Key Skills:

- Excellent communication skills.
- Ability to work with partners, and stakeholders; to represent the voice of the volunteers and to feed information back to volunteers appropriately.
- Ability to manage competing priorities to ensure high quality delivery.
- Ability to solve problems and find creative and innovative solutions, and to work on own initiative.
- Ability to work within a team and to build relationships with partners and stakeholders.
- Ability to deal tactfully and appropriately with people at all levels, exhibiting sound judgement and high degree of emotional intelligence.
- Ability to deal with all confidential matters with absolute discretion and integrity.

Behaviours: Practitioner

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the [Competency and Values Framework](#) (CVF).

The CVF has six competencies that are clustered into three groups:

- Resolute, compassionate and committed
- Inclusive, enabling and visionary leadership
- Intelligent, creative and informed policing

Under each competency are three levels that show what behaviours will look like in practice.

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This role requires the post holder to be operating at or working towards **Level 1** of the CVF.