



Job Description

Volunteer Manager

Post Number:	PC055
Grade /Scale:	SO1- £30,420- £32,394 SCP 25- 27 (<i>Subject to Evaluation</i>)
Weekly Hours:	37
Department:	Office of the Police and Crime Commissioner
Status:	Fixed-term 18 Months (Maternity Cover)
Responsible To:	Head of Performance and Operations
Responsible for:	Management of Volunteers. No supervisory responsibility.
Location Work base:	Force Headquarters
Job Role /Purpose:	To manage the Independent Custody Visiting Scheme effectively and efficiently ensuring the scheme delivers the statutory function of the Police and Crime Commissioner and to manage and lead the Animal Welfare Scheme.
Health and Safety:	To comply with the health and safety policy and its associated procedures and co-operate with your manager and the force to protect your health and safety and that of other people. To comply with the relevant risk assessments for your job role and report accidents, incidents and near misses.
Contacts:	Volunteers within the Independent Custody Visiting Scheme, Police Officers and Staff of the Force, including members of the Chief Officer Team and Senior Managers. Internal and External Officers of the Local Authorities, Members of the Public, Government Officials, Other Police Forces, Other Police and Crime Commissioners, Home Office, Media, National Associations supporting the work of the Police and Crime Commissioners.
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria

A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- To be educated to degree level or equivalent in a relevant subject, or to be able to provide evidence of working to that level in a previous role.

Work Experience:

- Experience of recruiting, delivering training and managing volunteers to maximum effect.
- Knowledge and experience of working within a political environment. Have awareness at all times of the need for sensitive disclosure of information and appropriate methods of communication, including handling sensitive papers and information.
- Experience of successfully managing demanding workloads within tight timescales.
- High levels of self-motivation and experience of working with minimum supervision, managing own workload and using initiative to resolve issues.
- Recent experience of correspondence management and report writing which has required researching complex issues and liaison with others in order to make recommendations for action or to provide a full and accurate response.
- Ability to identify areas for improvement in the interests of efficiency and effectiveness, including processes and procedures and implementing any such proposals.
- A level of awareness of diversity issues appropriate to this role.

Personal / Interpersonal Skills, Aptitudes:

- Effective verbal and written communication skills with the ability to adapt these skills according to the audience and subject matter.
- To have experience of managing relationships with a wide group of individuals to achieve an organisational objective.

Special Skills:

- Excellent IT skills, particularly in the use of Microsoft Applications including, Office, Excel, Word, Outlook and PowerPoint.
- Be able to travel for work purposes.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Desirable Criteria

Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education (including qualifications):

- To possess ECDL Advanced or equivalent qualification

Work Experience:

- Experience of engaging in consultation / customer insight activity and applying such research into the development and implementation of initiatives and activities with proven outcomes.
- To have recent experience of working in a role that required a customer focussed approach.

** Reasonable adjustments will be considered under the Equalities Act 2010.*

Core Responsibilities/ Accountabilities

Operational:

To manage and lead the Independent Custody Visiting Scheme and the Animal Welfare Scheme, reporting to the Chief Executive on a regular basis.

Develop and amend policies and procedures as necessary, reviewing on an annual basis and overseeing all aspects of both Schemes.

Be able to develop relationships with Independent Custody Visitors to ensure the smooth running of the Scheme and to maintain individual's motivation and commitment to the roles.

To develop and monitor annual objectives and targets for the Schemes, reporting to the Police and Crime Commissioner at key points throughout the year.

Undertake all recruitment and deliver a training programme at appropriate times following agreed procedures.

Review the Independent Custody Visiting Training Strategy on an annual basis and revise where appropriate.

Plan and organise induction training for new custody visitors and deliver training sessions. Plan advanced and bespoke training and when necessary, undertake evaluation of all training delivered.

Maintain all records in connection with the Independent Custody Visiting Scheme providing management with reports as and when required.

To progress and maintain the Quality Assurance Framework (QAF).

Attend annual Scheme Managers Conference and National Conference as convened by the National Association of Custody Visiting.

Represent the East Midlands Region on the Independent Custody Visiting Association Management Board when the term of office resides with Leicestershire.

To lead on maintaining the Investing in Volunteers accreditation for custody visiting – awarded on a 3-yearly cycle.

Manage expenses for volunteers and deliver volunteering Schemes within the budget allocated

Respond to correspondence to the OPCC as allocated within the remit of the role and update the relevant case management system on actions taken.

Communication:

To liaise with the Chief Inspector and other leads for Criminal Justice on issues that affect the custody suites and the service provided to detainees and to resolve identified by Independent Custody Visitors.

To communicate with the Office of the Police and Crime Commissioner to utilise and promote volunteer engagement at community events and other PCC activities.

Liaise with the relevant Association of Chief Police Officers (ACPO) responsible for custody as and when appropriate.

Liaise with regional colleagues for the sharing of best practice within custody visiting, planning of future events and identifying opportunities for collaboration.

Coordinate with the Independent Custody Visiting Association (ICVA) as appropriate for guidance, advice and national and local developments.

To liaise with the Communications Team to ensure the work of both Schemes is widely publicised.

Administration:

Prepare briefing notes and management information for the Police and Crime Commissioner on both Schemes at appropriate times.

Ensure the PCC's website is updated on a regular basis informing the public about both Schemes and undertake all publicity, including the use of social media, to promote the work of the Schemes.

Draft the end of year report for inclusion in the Police and Crime Commissioner's Annual Report and produce a public facing report for wider dissemination.

Draft update reports and provide data on the Schemes when required.

General:

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

This role description should develop along with the changing demands of policing governance in a Police and Crime Commissioner led organisation. Be flexible in terms of working location and be prepared to travel to and work temporarily at other locations within the Force area, undertaking a similar role.

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here : [Competency and Values framework](#)

- We analyse critically
- We are innovative and open-minded
- We are emotionally aware
- We take ownership
- We are collaborative
- We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do:

- Integrity
- Impartiality
- Transparency
- Public Service

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

- 1) Recruitment Vetting (RV)

Please note that due to the nature of security checks undertaken, applicants must have 3 years continuous residency in the UK.