



**PERSON SPECIFICATION**

<b>Area:</b>	Office of Police & Crime Commissioner (OPCC)	<b>Job Title:</b>	Volunteer Manager	<b>Weekly Hours:</b>	37
<b>Section:</b>	Office of Police & Crime Commissioner	<b>Scale:</b>	SO1	<b>Version:</b>	2.0
<b>Post No:</b>	PC055	<b>Status:</b>	Established	<b>Version Date:</b>	24.4.17

Please describe, with example(s) in section 7 of your application form how you feel meet each of the numbered essential criteria, and where possible the desirable criteria, below.

<b>Criteria</b> <i>Justifiable as necessary for safe and effective performance of the job.</i>	<b>Essential</b> <i>A clear definition of the necessary criteria.</i>	<b>Desirable</b> <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
<b>Education:</b>	1. To be educated to degree level or equivalent in a relevant subject, or be able to provide evidence of working to that level in a previous role.	1. To possess ECDL Advanced or equivalent qualification

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<p><b>Work Experience:</b></p>	<p>2. Experience of recruiting and managing volunteers to maximum effect.</p> <p>3. Experience of delivering training to volunteers and other stakeholders.</p> <p>4. Experience of engaging in consultation / customer insight activity and applying such research into the development and implementation of initiatives and activities with proven outcomes</p> <p>5. Demonstrate experience of successfully managing demanding workloads within tight timescales.</p> <p>6. Demonstrate 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.</p> <p>7. Demonstrate experience of working with minimum supervision, managing own workload and using initiative to resolve issues.</p>	<p>2. To have recent experience of working in a role that required a customer focussed approach.</p>
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<p><b>Work Experience</b></p>	<p>8. Demonstrate 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.</p> <p>9. To demonstrate experience of handling confidential papers and sensitive information.</p> <p>10. Demonstrate high levels of self-motivation and self- initiative.</p> <p>11. Demonstrate ability to identify areas for improvement in the interests of efficiency and effectiveness, including processes and procedures, and implement any such proposals.</p> <p>12. Demonstrate a level of awareness of diversity issues appropriate to this role.</p> <p>13. Experience of working with young people in relation to crime prevention or aspects of the criminal justice system</p> <p>.</p>	
<p><b>Personal/ Interpersonal skills/ aptitudes</b></p>	<p>14. To demonstrate effective verbal and written communication skills with the ability to adapt these skills according to the audience and subject matter.</p> <p>15. To have experience of managing relationships with a wide group of individuals to achieve an organisational objective.</p>	
<p><b>Special Skills:</b></p>	<p>16. Demonstrate excellent IT skills, particularly in the use of Microsoft applications including Office, Excel, Work, Outlook and PowerPoint.</p> <p>17. Be able to travel for work purposes (Reasonable adjustments within the Equality Act 2010 will be made)</p>	

**ROLE DESCRIPTION**

<b>Job title:</b>	Volunteer Manager
<b>Post no:</b>	PC055
<b>Scale:</b>	SO1
<b>Responsible to:</b>	Executive Manager
<b>Responsible for:</b>	No supervisory responsibility. Management of volunteers.
<b>Contacts:</b>	Volunteers within the Independent Custody Visiting Scheme and the Youth Commission, Police officers and staff of the Force including members of the Chief Officer Team, national and regional youth organisations, senior managers internal and external, officers of Local Authorities members of the public, government officials, other police forces, other offices of Police and Crime Commissioners, Home Office, media, national associations supporting the work of Police and Crime Commissioners.
<b>Role:</b>	<p>To manage the Independent Custody Visiting Scheme effectively and efficiently ensuring the scheme delivers the statutory function of the Police and Crime Commissioner.</p> <p>To manage the Youth Commission to enable its views to help shape the Commissioner’s Police and Crime Plan and policing policy and strategy and engender greater engagement between police and young people.</p> <p>Lead and manage the process for appeals to a Police Appeal Tribunal to their final conclusion.</p>
<b><u>Duties</u></b>	<b><u>Responsibilities</u></b>

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<p><b>Operational responsibilities</b></p>	<ol style="list-style-type: none"> <li>1. Manage and lead the Independent Custody Visiting Scheme and Youth Commission (volunteers) developing policies and procedures as necessary and overseeing all aspects of both Schemes, reporting to the Executive Manager on a regular basis.</li> <li>2. Review all policies and procedures for both schemes on an annual basis, amend where appropriate and reissue to relevant parties.</li> <li>3. Develop relationships with independent custody visitors and members of the Youth Commission to ensure the smooth running of the Schemes and to maintain individuals motivation and commitment to the roles.</li> <li>4. Develop and monitor annual objectives and targets for the Schemes reporting to the Police and Crime Commissioner at key points throughout the year.</li> <li>5. Undertake all recruitment to ICV and Youth Commission roles at appropriate times following agreed procedures.</li> <li>6. Review the Independent Custody Visiting training strategy on an annual basis and revise where appropriate.</li> <li>7. Plan and organise induction training for new custody visitors and Youth Commission members and deliver relative training sessions. Plan advanced and bespoke training as and when necessary, undertaking evaluation of all training delivered.</li> <li>8. Liaise with the Chief Inspector for Criminal Justice on aspects as they affect the custody suites and the service provided to detainees and to resolve issues identified by Independent Custody Visitors.</li> <li>9. Liaise with the Force Young Persons Advisory Group where appropriate.</li> <li>10. Liaise with the relevant ACPO officer responsible for custody as and when appropriate.</li> <li>11. Maintain all records in connection with the Independent Custody Visiting Scheme and Youth Commission providing management reports as and when required.</li> <li>12. Liaise with regional colleagues for the sharing of best practice within custody visiting, planning of future events and identifying opportunities for collaboration.</li> <li>13. Liaise with the Independent Custody Visiting Association as appropriate for advice, guidance and national and local developments.</li> <li>14. Attend annual Scheme Administrators Conference and National Conference as convened by the National Association of Custody Visiting.</li> <li>15. Represent the East Midlands Region on the Independent Custody Visiting Association Management Board for a three year term when that term of office resides with Leicestershire.</li> <li>16. Prepare briefing notes and management information for the Police and Crime Commissioner on both schemes at appropriate times.</li> <li>17. To lead on maintaining the Investing in Volunteers accreditation for custody visiting – awarded on a 3-yearly cycle.</li> <li>18. 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.</li> <li>19. Draft the end of year report on both Schemes for inclusion in the Police and Crime Commissioner’s annual report and produce a public facing report for wide dissemination.</li> <li>20. Draft update reports for the Strategic Assurance Board twice a year.</li> </ol>
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<b>Administration:</b>	21. To liaise with the Communications officer to ensure the work of both schemes is widely publicised. 22. Manage expenses for volunteers from both schemes. 23. Administer Police Appeals Tribunals to their conclusion as and when required. 24. Respond to correspondence to the OPCC as allocated within the remit of the role and update the relevant case management system on actions taken. 25. To deliver both volunteering schemes within the budget allocated.
<b>General</b>	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.  This is a politically restricted role.

**Additional Information:**

Security Check Level:  
(~~strikethrough~~ checks NOT required)

RV, SC, EV1, DV, NPPV1, NPPV2, NPPV3

Additional Information:

# LEICESTERSHIRE CONSTABULARY RISK ASSESSMENT FORM

## HS2

AREA/DEPT.: \_\_\_\_\_ DATE COMPLETED: \_\_\_\_\_ REVIEWED \_\_\_\_\_  
 LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED: \_\_\_\_\_

SPECIAL GROUPS OF PERSONS CONSIDERED: \_\_\_\_\_

COMPLETED BY (Risk Assessor): \_\_\_\_\_

AUTHORISED BY: \_\_\_\_\_

ASSISTED BY: \_\_\_\_\_

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood