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| Dept / Area Command: | People Services  |  | Section: | People Development |
| Post Title: | Citizens in Policing (Volunteering) Assistant |  | Post Reference: | WP149 / 20755 |
| Post Grade: | C |  | Location: | Forth Banks |
| Car User Status: |   |  | Telephone Allowance: |   |
| Shift Allowance: |   |  | Standby Allowance: |   |
| Weekend Enhancement: |   |  | Contractual Overtime: |   |
| Line Manager: | 20525 People Partner  |
| Staff Responsibilities: | Not Applicable  |
| Purpose:  | Support activities associated with delivery against the Citizens in Policing Strategy and associated delivery plans across the key volunteer streams of Youth Volunteers, Special Constables and Police Support Volunteers. |

**Citizens in Policing (Volunteering) Assistant**

**Responsibilities:**

1. Contribute to the development of new volunteer opportunities by undertaking research, supporting business case compilation, co-ordinating activities and communication with relevant internal and external stakeholders and undertaking any other associated administrative duties.
2. Plan, co-ordinate, implement and evaluate the delivery of engagement and recruitment events to promote Northumbria Police’s volunteering offering, both internally and externally.
3. Assist in the design, production and dissemination of internal and external communications (including key messages, good news stories, promotional material and web information) to promote volunteering opportunities as well as a positive culture of volunteering.
4. Be the first point of contact and provide an efficient and customer focused response to routine queries regarding Northumbria Police’s volunteering offering.
5. Assist in the compilation of the organisational response to data requests from external stakeholders at a local, regional and national level, as required.
6. Use force systems to collate management information, reports and statistics regarding volunteer contribution and productivity ensuring that relevant, timely, complete and accurate information is presented to support effective decision making and promote recognition of volunteer effort.
7. Co-ordinate activity to engage and consult with our volunteers and assist in the analysis of the data collected to support decision making to enhance the volunteer experience wherever possible.
8. Co-ordinate activity to support the reward and recognition of our volunteers both internally and externally
9. Undertake administrative duties as required to support Northumbria Police in its collaborate with others to share best practice and strengthen the approach to volunteering
10. Maintain effective relationships with key internal and external stakeholders to support activity related to the delivery of the Citizens in Policing strategy and delivery plan.

**The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**