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| **Role Title:** | Police Support Volunteer (PSV) Coordinator  | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** |  | **Job family:** | *To be determined at later phase*  |
| **Grade:** |  | **Location:** |  |
| **Allowances:** |  | **Politically restricted post:** | Yes / No |
| **Area command / Department:** | People Services | **Vetting level:** | RV |
| **Reporting to:** | Citizens in Policing Manager | **Date accepted as a role profile:** |  |
| **Posts responsible for:** |   |
| **Part A – Job Description**  |
| **Overall purpose of the role:** |
| To co-ordinate Northumbria’s Police Support Volunteer (PSV) programme and to further develop PSV opportunities as well as the PSV experience. To provide ongoing support and advice to in relation to PSV matters. |
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| **1** | Lead on the development of new PSV opportunities by undertaking proactive research, consulting and collaboration with relevant internal and external stakeholders and developing necessary business cases to present to the relevant audiences for consideration/approval |
| **2** | Develop and maintain effective working relationships with volunteers and designated PSV Leads to collaboratively identify and address any emerging issues,areas for improvement or opportunities.  |
| **3** | Provide specialist support, guidance and advice to designated PSV leads, ensuring that PSVs are managed, and their activity delivered, in accordance with force policies and procedures. |
| **4** | Provide specialist support, advice and guidance to relevant stakeholders on matters relating to PSVs and be a first point of contact, both internally and externally, for all queries relating to PSVs. |
| **5** | Develop and implement strategies to raise the profile of PSVs, including reward and recognition and assisting in the further development of the relationship between PSVs and area commands / departments.  |
| **6** | Monitor, record and evaluate relevant data and information to understand, maximise and promote PSV contribution and experience.  |
| **7** | Maintain oversight of the National PSV programme and all relevant guidance and legislation, ensuring that volunteering within Northumbria is aligned and compliant to it. |
| **8** | To attend local, regional and national meetings as required to maintain up-to-date knowledge of developments in respect of the PSVs and to identify best practice and emerging themes that can contribute to enrich the volunteer experience at Northumbria.  |
| **9** | Lead on themes from the CIP delivery plan related to PSVs to develop and improve the PSV offering for the benefit of both the organisation and its volunteers. |
| **10** | Support the development of initiatives, activities and events which give PSVs a “voice” and recognise and reward PSV contribution to aid retention, improve volunteer experience and promote a positive volunteering culture within Northumbria Police. |
| **Part B – Scope of contacts**  |
| **Internal / External relationships:** |
| **Internal:** People Services, Communications and Engagement, People Development, relevant area command links.**External**: Volunteering bodies and other forces counterparts. |

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| **Part C – Competencies and Values**  |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc*  |

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| **Part D – Continuous Professional Development (CPD) role 6 months to** *be determined*  |
| **First 6 months** |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

|  |  |  |  |
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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Qualified at level 3 on Management of Volunteers, Customer Service or a similar discipline, or equivalent experience.Ability to coordinate a wide range of activities and information generating options and recommendations. | Experience working within the public sector. | Application/interview/CPD |
| Planning and organising | Ability to plan, prioritise and complete various projects simultaneously.  | Experience of reporting against minimum standards. | Application/interview/CPD |
| Problem solving and initiative | Initiative to deliver a service in innovative ways. | Evidence of ability to think critically, consistently looking beyond the obvious and exploring alternatives. | Application/interview/CPD |
| Management and teamwork | Experience in leading and developing others.Ability to build strong working relationships. |  | Application/interview/CPD |
| Communicating and influencing | Excellent interpersonal skills.Ability to communicate information clearly and succinctly, both verbally and in writing.  | Drive and ability to motivate others | Application/interview/CPD |
| Other skills and behaviours | Self-motivation, initiative and drive, and the ability to demonstrate professional resilience.  | Evidence of continuous improvement with a strong focus on volunteering and/or customer service ethos. | Application/interview/CPD |