

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP 'Guide to writing job descriptions for Police Staff roles' Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Volunteer Programme Manager	Current Grade:	TBC
Department:	Territorial Policing Support	Area:	FHQ
Reports To:	Complementary Policing Manager	No of Posts:	1
Level of vetting:	Basic Vetting	Post Number:	A101725

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

This post is responsible for developing, managing and promoting the Force's national, multi-stranded Volunteer Programme. This includes: Police Community Volunteers (PCV), Police Support Volunteers (PSV), the Work Experience programme, the Volunteer Police Cadet (VPC) programme and the Special Constables Programme (SC).

The post is also responsible for developing force policy for all strands of the Volunteer Programme and managing implementation and compliance. It is also the BTP's subject matter expert on volunteer management.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

Responsible for drafting budget requirements and making recommendations in relation to the budget for BTP's VPC programme (circa £30k p.a.) and supporting the same activity in relation to other strands of the Volunteer Programme where required.

Staff Responsibilities – Direct or Non-Direct

First line management responsibilities for Force's volunteers, both PSV and PCV, until they are placed at an agreed department.

Welfare and mentoring responsibilities for all volunteers throughout the duration of their volunteering with BTP, and for those engaged in Work Experience programme (for both children and adults).

Non-direct responsibility for VPC who are enrolled in the BTP.

Any Other Statistical Data

Around 100 Volunteers (PSVs and PCVs)

50 Cadets

300+ Special Constables

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

Volunteer Programme

Manage, develop and promote BTP's Volunteer Programme and all its related strands to the members of public, railway community, stakeholders, both internally and externally to the organisation.

Drive an effective continuous improvement approach to all strands of the Volunteer Programme, including:

- Identifying areas for improvement and making recommendations for change
- Identifying and implementing best practice
- Adopting a rigorous approach to value for money
- Maintaining a strong customer focus
- Delivering a high quality of service.

Support the Complementary Policing Manager in delivering against BTP's corporate and governance requirements, including reviews of the programme and reports for Chief Officers and COG.

Manage the Volunteer Programme within relevant budgetary and financial constraints, and work closely with the Complementary Policing Manager to ensure that all required outcomes are met within these financial constraints.

Volunteer Management (PSVs and PCVs)

Manage and be responsible for the volunteer process from start to conclusion; from application, conducting interviews, obtaining vetting checks, induction through to the volunteers end date. Ensuring their welfare is met, and recognition for their volunteering is acknowledged.

Act as BTP's Subject Matter Expert (SME) on volunteering; act as BTP's ambassador in promoting the benefits of volunteering to a wide range of audiences including volunteers, internal staff and external partners.

Manage recruitment campaigns and events for all community volunteers and police volunteers. Engage effectively with the community to generate interest in volunteering activity.

Special Constabulary

Support BTP's Chief Officer for the Special Constabulary in the recruitment and development of Special Constables, by running workshops and Q&A sessions, and through other activities.

Provide reviews and analysis to support the Complementary Policing Manager and the Chief Officer of the Special Constabulary in evaluating the effectiveness of the Specials Programme.

Cadet Programme

Responsible for the management of BTP's Cadet Programme, including the development of BTP's approach and identification and implementation of best practice (including through liaison with National Police Cadets and Home Office forces).

Responsible for co-ordination and oversight of Divisional Volunteer Police Cadet (VPC) units with a strong awareness of promoting BTP uniqueness as a police force.

Policy and analysis

Own and be responsible for reviewing and updating existing policies, MoUs and SOPs on volunteering and all its related strands in consultation with Complementary Policing manager.

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Own and be responsible for BTP volunteer webpages and social media accounts, which includes collaborative working with Media and Marketing department from a management perspective to update the contents on all volunteering related e-documentation in BTP internet pages and produce newsletters.

Manage the production and analysis of statistical reports summarising headcount numbers and activity analysis for all volunteers and special constables. Produce additional reports and recommendations for force-level and Divisional meetings where required.

Other responsibilities

Review and develop BTP's Work Experience Programme, ensuring a consistent approach across BTP.

Responsible for developing and updating the Work Experience SOP; and promoting the programme internally and externally to all other agencies, including schools and universities.

Co-ordinate nominations for all strands of the Volunteer Programme for the National Complementary Policing Awards and assist the Complementary Policing Team in the planning and delivery of the event.

Liaise with relevant internal and external stakeholders to co-ordinate activity and partnership work in relation to Rail Pastors and the railway mission.

Other duties as required, commensurate with the grade of the role.

E. DECISION MAKING:

Make decisions

Development of relevant policies and SOPs (e.g. Community and Staff Volunteer Scheme, strategy, SOP and policy, and Work Experience and Cadet SOP and policy).

Significant say in decisions

Development of BTP's approach to all aspects of the Volunteer Programme

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F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

TP Support Department
Special Constabulary Management
Divisional and Sub-Divisional SPOCs
Police Support and Police Community Volunteers
Police Cadets
Learning and Development Department
Recruitment and wider HR Department
Media and Marketing Department
Legal department

External

Community Volunteer Applicants
Cadet and Volunteer coordinators in other forces
Partner organisations
Universities and Colleges
Local Volunteering Centers
Railway Chaplaincy

G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Experience, Knowledge, Qualifications and Training:

Degree level qualification and / or equivalent experience in the volunteering sector.

Relevant project management experience and track record of successfully managing volunteer schemes in the public sector.

Experience of policy development and implementation in a large and / or national organisation.

Knowledge of relevant procedures and legislation relating to volunteering, especially on health and safety and young people.

Knowledge and understanding of the benefits that volunteering provides to both individuals and organisations.

Experience of developing and maintaining intranet / internet pages.

Strong understanding of social media and its use in supporting corporate communications and activity.

Experience of planning and delivering large events.

Skills:

Proven problem solving and creative thinking skills with the ability to come up with new and innovative solution to problems.

Strong interpersonal and communication skills with ability to build and maintain relationships at varying levels , both internal and external, often at a distance.

Ability to network, influence, persuade and enthuse others diplomatically and with integrity.

Strong presentation skills to varied audiences including briefings and findings and to various levels of personnel with the Force

Excellent written communication and report writing skills.

Ability to work on own initiative and as part of a team within tight deadlines.

Self-motivated and maintain a flexible approach towards working hours and practices to meet operational demands

Desired Criteria:

Qualifications and Training:

Qualifications in volunteer support and/or volunteer scheme management / development.

Prince 2 Foundation and Practitioner

Experience:

Personal experience of volunteering.

Experience of managing work experience programmes or similar.

Experience of working with children and young people.

Skills:

None

Knowledge:

Knowledge of policing, policing systems, procedures and policy and its structure.

H. ANY ADDITIONAL INFORMATION: *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

This role will involve some travel across the UK. Overnight stays may be required. Evening and weekend working is also often required.

I. AUTHORISATION DETAILS

Prepared By: Tamara Herath and Simon Peel

Date: 3 November 2016

Area Commander /FHQ

Supt. Richard Moffatt

HoD:

Date:

Evaluation Panel:

Date:

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