



# WILTSHIRE POLICE

## VOLUNTEER ROLE Neighbourhood Watch (NHW) Development Volunteer

TASK DESCRIPTION AND SPECIFICATION		
Role Title	Neighbourhood Watch (NHW) Development Volunteer	
Line Manager	Crime Prevention and Reduction Supervisor	
Location	Forcewide	
Suggested Hours	Various & negotiable dependent on availability	
Main Responsibilities of the Role	<ul style="list-style-type: none"> <li>• Input and update Wiltshire Neighbourhood Watch Association (WNHWA) information on Community Messaging system.</li> <li>• Verify new schemes and scheme members.</li> <li>• Contact point for problems with WNHWA information.</li> <li>• Promote and develop WNHWA across Wiltshire and Swindon.</li> <li>• Develop WNHWA website</li> </ul>	
	<b>REQUIRED</b>	<b>DESIRABLE</b>
Experience	<ul style="list-style-type: none"> <li>• Interest in community involvement.</li> <li>• Previous experience in dealing with telephone enquires</li> </ul>	<ul style="list-style-type: none"> <li>• Preveious involvement in NHW</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Computer Literate</li> <li>• Good communication skills</li> <li>• Ability to maintatin accurate records</li> </ul>	<ul style="list-style-type: none"> <li>• Website skills</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• None</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of confidentiality and data protection / freedom of information</li> </ul>
Other	None	
Police vetting & checks	NPPV 2	
Training Requirements	Volunteer Induction & Training in use of Community Messaging Administration and website development	



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### Role Description

The role of WNHW Development Volunteer is to provide support to the WNHW committee in the maintenance of the WNHW database contained within the Community Messaging system ensuring the information is correct and up to date.

The volunteer will verify new members and schemes and assist with mapping schemes on the system. The volunteer will also work with the WNHW committee to promote WNHW and develop the organisation across Wiltshire either through the Wiltshire police NHW point of contact or direct through WNHWA committee members as appropriate.

It would be expected that the volunteer would be the first point of contact for WNHW member's queries. The volunteer would be responsible for the contact with existing members and scheme coordinators to ensure information held on the system is correct.

### Benefits to Force

The volunteer will support the NHW volunteers who currently make up the WNHW committee and enable the database to be maintained and the information contained within it to be correct. The volunteer will also ensure that new schemes are mapped in a timely fashion and that new coordinators have contact with WNHW at the earliest opportunity. This will ensure that WNHW complies with the requirement for data held by them to be up to date and for those no longer belonging to the scheme to be removed from the database. Promotion of WNHW would result in an increase in members and the associated benefits to Wiltshire Police in crime prevention and community liaison.

This work is currently carried out by WNHW volunteers. Due to the increase in work following the introduction of Community Messaging the current committee members are unable to maintain the database to the desired level.

This volunteer role will not be undertaken to cover for paid staff absences through sickness/ leave/ redundant posts or in circumstances where a paid position would be more appropriate. The role will complement and support paid staff, enabling them to concentrate on core business, working more effectively to deliver a high quality level of service to the public, our partners and internal and external stakeholders.