



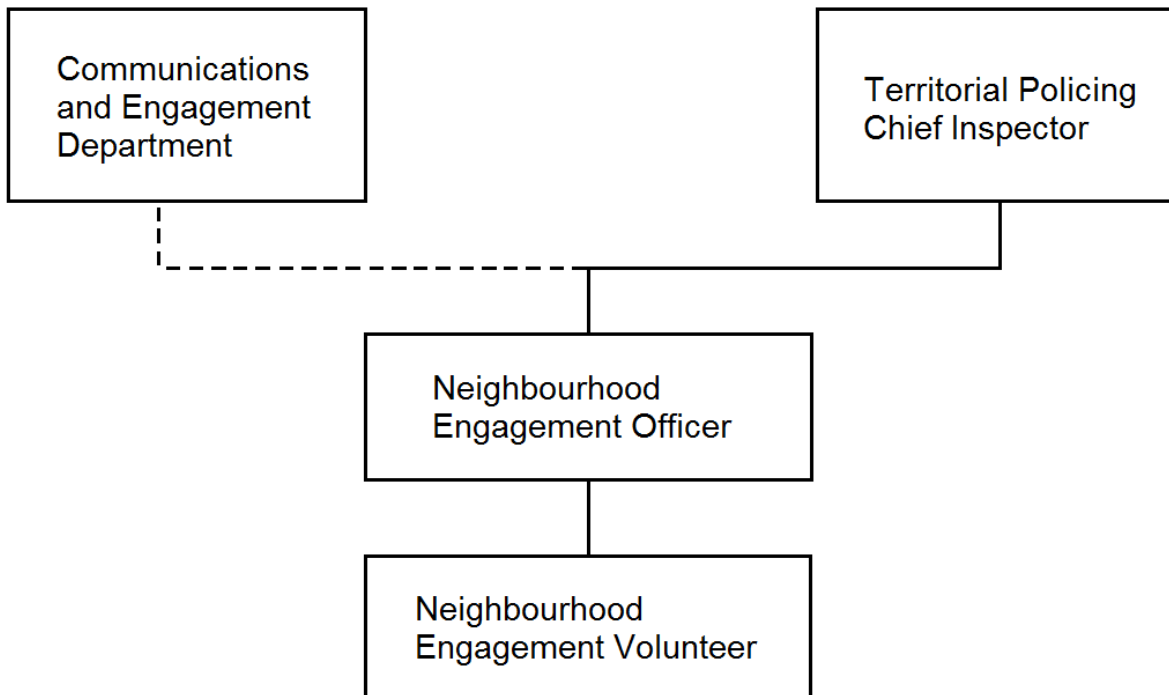
VOLUNTEER SUPPORT SCHEME ROLE DESCRIPTION

Role Title:	Neighbourhood Engagement Volunteer
Post Number:	
Division/Department/Section:	
Line Manager : (Job Title & Post Number)	Neighbourhood Engagement Officer

1. PURPOSE

To provide support in helping neighbourhood policing teams engage with the public and keep local people informed of incidents and events.

2. POSITION IN THE ORGANISATION



(b) Staff who work directly for this post

None

3. MAIN RESPONSIBILITIES	
INPUT	OUTPUT
Receive and collate information provided by neighbourhood policing teams for broadcast on social media and Dorset Alert (community messaging system), including good news stories, NPT meetings and events, local relevant incidents etc.	To ensure suitable, timely and relevant messages are distributed to members of the public.
Carry out regular checks and updates directed by neighbourhood policing teams to local pages on the Dorset Police website including the introduction paragraphs, team photos, current NPT priorities, local station and contact details, Facebook and Twitter modules, FAQs etc.	To inform and update the public about their local neighbourhood policing team including priorities and who is in the team.
Gather communications materials to be held at police stations in preparation for events, e.g. crime prevention leaflets, and ensure that supplies are kept well-stocked and up to date.	To assist the neighbourhood policing team in forward-planning for local events.
Keep internal communications products up-to-date in the stations the post holder works in, e.g. by removing out-of-date posters and putting up any new ones received from CED, making sure signs are correct, and removing any unauthorised or inappropriate materials.	To help ensure that officers and staff working at the station receive accurate internal information, and to keep the station looking professional and tidy.
Provide assistance in facilitating NPT events. This will include helping to set up the event, ensuring the relevant literature is available to be given out, and meeting and greeting.	To promote a professional image for local NPTs and ensure the public are receiving the correct guidance when attending events.
Maintain an overview of comments from members of the public on social media channels, e.g. Facebook or Twitter, and Dorset Alert to highlight any arising community tension issues. Assist PCSOs in ensuring they respond to comments appropriately and in a timely manner.	To aid effective communication between Dorset Police and the local community.
4. MAIN CONTACTS	
1.	Neighbourhood Engagement Officer
2.	Neighbourhood Inspector
3.	Communications and Engagement Department

4.	Members of the public
5.	Neighbourhood policing teams
5. SPECIAL CONDITIONS	
None	
6. KNOWLEDGE & SKILLS	
ESSENTIAL: Literate and numerate, with particular regard to spelling, grammar and attention to detail. Basic computer skills including knowledge of the Microsoft Office package. Ability to work as part of a busy team. Effective written and verbal communication skills, including a confident telephone manner and being able to summarise information. Decision making skills. Integrity, reliability and self-discipline.	DESIRABLE:
6. ADDITIONAL INFORMATION e.g. Amount of hours per week, whether you need a volunteer on certain days.	
No requirement to volunteer on a specific day of the week.	
7. AGE LIMIT	
No under 17 year olds to work in control rooms, file preparation, crime records, Phoenix and witness liaison. No under 18 year olds to work in SOCO offices, Fingerprints, Scientific Aids Suites or HQ Photography/ Video Unit. No under 18 year olds to work as a CCTV Operator. No under 18 year olds to type work which may cause trauma and upset.	
8. TERMS OF APPOINTMENT	
In accordance with the current Dorset Police Volunteers Policy.	