**Job Profile comprising Job Description and Person**

# Specification Job Description

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| **Job Title:**  Neighbourhood Watch Content Coordinator | **Grade**:  Scale 4 |
| **Section:**  Community Safety Service | **Directorate:**  Chief Executive’s Group |
| **Responsible to following manager:** Community Safety Manager | **Responsible for following staff:** N/A |
| **Post Number/s:** | **Last review date:** N/A |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job purpose**

The post holder will be required to work closely with the Community Safety Team and partners in order to promote the benefits of the OWL and DISC platforms as an integral part of Neighbourhood Watch/other crime reduction initiatives and provide administrative support for these systems. This work includes the marketing and promotion of relevant platforms, the registration and induction of new users and the evaluation of performance data in relation to take up and effectiveness of the OWL and DISC secure platforms. The postholder will act as the primary point of contact for the submission of accurate, timely and relevant communications onto the systems, ensuring the effective delivery of Police and Community Safety updates to Neighbourhood Watch Coordinators, businesses and other members.

The post holder will also be required to support the wider business functions of the team where relevant to achieving our outcomes and targets.

## Specific Duties and Responsibilities

1. To coordinate and support the roll out, implementation and ongoing development of the OWL and DISC systems for the Richmond and Wandsworth Community Safety Service.
2. To publicise and market the benefits of the OWL and DISC systems to Neighbourhood Watch and Business groups and to gather feedback on reasons for engagement or non-engagement.
3. To work with Community Safety officers, Ward Panel Chairs, Safer Neighbourhood Teams and others to introduce suitable candidates for registration and induction.
4. To be the first point of contact for OWL and DISC related enquiries and to oversee the registration of new members, ensuring that police checks have been completed and consent to share contact details has been obtained.
5. Develop and maintain an induction guide for new coordinators and partners ensuring that all members maintain the highest standards of information governance
6. To provide regular and accurate management information reports to Community Safety Partnership/Safer Neighbourhood Board leads and relevant BID/town centre managers on performance and development; including, but not limited to the number of new users signed up, analysis of usage and areas for development, as determined by the Neighbourhoods and Criminal Justice Manager and Community Safety Manager.
7. To ensure the effective delivery, administration and coordination of OWL and DISC secure platforms in partnership with the Community Safety team through liaison with Ward Panels, Neighbourhood Watch, Safer Neighbourhood Teams and local business leads.
8. Identify key stakeholder publications and events, to provide effective platforms for the delivery of key NHW messages or editorials to promote adoption of OWL
9. To maintain the data base of members and ensure that all duties are undertaken with due regard and compliance with the Data Protection Act/General Data Protection Regulations and other legislation.
10. Work with the lead Community Safety officer for the DISC/Littoralis system to support business uptake and gather evidence of best practice from the Safer London Business Partnership, Wandsworth Business Action Against Crime and other sources.

1. To support the work of the wider Community Safety and Safer Neighbourhood teams in using secure platforms to promote good news stories.

1. To carry out all duties and responsibilities in accordance with the council procedures on Equal opportunities and Customer Care policies.

1. To ensure all duties are undertaken with due regard to and compliance with the Data Protection Act, the General Data Protection regulations and other legal frameworks.

1. To participate in any departmental, corporate and cross departmental or multiagency working groups as required

## Generic Duties and Responsibilities

* To develop an in-depth understanding of the legal frameworks governing other key areas of business in the Wandsworth and Richmond Community Safety Service, such as those around high- harm and vulnerable victims.

* To undertake all duties to the grade and responsibilities of the post as may be assigned from time to time by the Head/Deputy Heads of Community Safety and the Policy and Business Manager.

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.

* To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.

* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.

* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to their role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

## Additional Information

• Although predominantly based in Richmond the post holder may be expected to work flexibly across two locations (Richmond Civic Centre and Wandsworth Town Hall), and to provide additional offsite support where required.

## Current team structure

**Head of Community**

**Safety**

**1**

**x FTE**

Neighbou

rhoods and

Criminal Jus

tice Manager

1

x

FTE

Community Safety

Manager

x FTE

1

IOM

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Tea

m Manager

x

FTE

1

Wellbeing and Outreach

Worker

1

x FTE

Assertive Outreach

Worker

1

x FTE

ies Manager

Vuln

erabilit

FTE

x

1

Community Co

-

Ordinator

1

x FTE

Prevent Co

-

Ordinator

1

x FTE

Prevent Education

Officer

x FTE

1

VAWG Manager

1

x FTE

Risk & Harm Reduction

Officer

x FTE

1

MARAC Coordinator

1

x FTE

Policy & Business

Manager

1

x FTE

ety

Community Saf

er

Support Offic

1

x FTE

NHW Content

Coordinator

1 x FTE

Community Safety

Officers

5.5 x FTE

# Person Specification

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| --- | --- |
| **Provisional Job Title:**  Neighbourhood Watch Content Coordinator | **Grade**:  Scale 4 |
| **Section:**  Community Safety Service | **Directorate:**  Chief Executive’s Group |
| **Responsible to following manager:** Community Safety Team Manager | **Responsible for following staff:** N/A |
| **Post Number/s:** | **Last review date:** |

## Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A & I/ T/ C**  **(see below for explanation)** |
| **Knowledge** |  |
| An understanding of relevant legislation, policy and procedure relating to the General Data Protection Requirement (GDPR) and an understanding of how all agencies work within these defined fields. | A/I |
| An understanding of project management principles in relation to the introduction and delivery of new services | A/I |
| Understanding of multi-agency panels and information sharing protocols and their possible applications. | A/I |
| **Experience** |  |
| Experience of working within a multi-agency or partnership environment to deliver shared outcomes within a clearly defined timeline, project development and marketing. | A/I |
| Experience of providing regular management updates on key performance indicators and of producing accurate and timely reports in a range of formats. | A/I |
| Experience of providing access and support to service users and of maintaining accurate enquiry logs. | A/I |
| Experience of facilitating service user feedback in order to gauge the effectiveness of intended outcomes. | A/I |
| Experience of working with the police and other statutory and voluntary partners at an operational level. | A/I |
| **Skills** | |
| Experience of data management processes and the ability to use Microsoft Office (Word, Excel, Outlook, Access). | A/I/T |
| Excellent time management and organisational skills including the ability to meet tight deadlines. | A/I |
| Ability to use initiative and judgment in dealing with colleagues and partner agencies without direct supervision. | A/I |
| Ability to communicate clearly and concisely (both written and oral) with accuracy and attention to detail. | A/I |
| Ability to work as a team member and within a line management structure. | A/I |
| Ability to build effective relationships both internally and externally, showing sensitivity for others’ viewpoints and valuing diversity. | A/I |
| Familiarity with data collection and analysis. | A/I |
| Ability to produce high quality documents and maintain confidentiality. | A/I |
| **Qualifications** | |
| Good standard of general education. | A/C |

## A – Application form I – Interview T – Test C - Certificate