



## Context Sheet to accompany generic role profile

<b>Associated role profile:</b>	A3 Business Support Administrator – Non Supervisory: Watch Liaison Officer
<b>Department:</b>	Community Safety and Crime Reduction Department
<b>Additional Information:</b>	The Department deals in Policy for issues such as Neighbourhood Policing & crime reduction, and also delivers services in relation to the extended police family (NHW, Volunteers, Accreditation Scheme, PCSOs)

### Scope of activity

- Working with colleagues and volunteers to promote and develop Neighbourhood Watch and other watch schemes (eg. Rural Watch, Shop Watch) to Hertfordshire's residents and communities.
- Promoting the benefits of Neighbourhood Watch and other watch schemes to police officers and other staff within Hertfordshire Constabulary. Acting as a "point of contact" for Neighbourhood Watch for all staff within the district/s allocated to the role.
- Working closely with local police Safer Neighbourhood Teams to plan and undertake watch promotion activities, such as "Safer Streets" campaigns, fetes, and visiting new housing developments when required.
- Arranging and/or attending various meetings within the local district, including local steering groups and residents' meetings. This role will involve facilitating meetings and speaking to groups of people, as a representative of Hertfordshire Constabulary.
- Working with colleagues to develop and disseminate promotional material.
- Working with and advising local district and area Coordinators (volunteers) to ensure the smooth running of watches within the area.
- Training colleagues and volunteer Coordinators on the use of the Online Watch Link (OWL) System.
- Undertaking administrative tasks, such as adding, deleting or amending members' records on the OWL system. Also, liaising with police volunteers to ensure administrative tasks are undertaken.
- Writing and circulating messages and alerts to watch members, using the OWL system.

**Please note that this list is designed to assist the post holder with a greater understanding of what is expected within the role. Hertfordshire Constabulary may ask the post holder to undertake other duties as required which are not necessarily specified above but are commensurate with the grade of the post. It may be amended from time to time within the scope and general level of responsibility attached to the role.**

### Training Requirements

- The post holder will be expected to undertake necessary training/coaching in accordance with the role.
- Training to use OWL
  - Presentation Skills

### Any other General Requirements/Scope

- Travelling within the county: The WLO will be responsible for more than one District and often have to attend meetings at HQ and elsewhere in the County
- Some elements of this role will require a degree of flexibility in working hours, all of which will be with prior notice. For example, attendance may occasionally be required at evening meetings, for which Time in Lieu would be given.
- Strong interpersonal skills, with an ability to engage with and motivate a diverse cross-section of people: The WLO will have contact with Police Officers and staff at all grades, as well as members of the public and partner agencies.
- Presentation and Facilitation skills: The WLO may occasionally have to address public meetings.
- Writing skills: The postholder will be expected to write messages and promotional material for dissemination to the public.
- Sound IT skills: Standard Office systems, plus use of the OWL(Online Watch Link) system, for which training will be provided.
- Ability to work under own initiative.