EMILY SPURRELL
MERSEYSIDE POLICE
& CRIME COMMISSIONER

JOB DESCRIPTION QUESTIONNAIRE (J.D.Q.)

DIRECTORATE: Office of the Police & Crime Commissioner
SECTION: Business Assurance Team
JOB TITLE: Volunteer and Victims Coordinator
REPORTS TO: Business Support and Accountability Manager
CURRENT RANK/GRADE: Grade C
DATE: October 2026

1. JOB PURPOSE:

To coordinate the Police and Crime Commissioner's (PCC) volunteer schemes including the Independent Custody Visitor (ICV) scheme, the Animal Welfare Scheme (AWS), and Custody Detention Scrutiny Panel (CDSP). Work with key partners to ensure that the schemes operate effectively, support the safeguarding and welfare of custody detainees and contributes to improvements in working practices across Custody Suites and operational animal handling units.

The postholder will be responsible for all aspects of administrative and logistics arrangements to ensure the delivery of schemes including volunteer coordination, producing relevant reports of performance, meeting and event arrangement and the organisation of training and briefings as required.

The post holder will also provide a broad administrative support function to a wide range of victim related projects and activity across the Office of the PCC (OPCC), for example the Victim Programme Board and VAWG related initiatives.

2. PRINCIPAL ACCOUNTABILITIES:

a) To coordinate the PCC's Independent Custody Visitor (ICV) and Animal Welfare (AWS) Schemes in accordance with the requirements of the Police and Criminal Evidence Act 1984, ensuring that the ICV Scheme operates effectively in each of the Merseyside Police Custody Suite locations, and that the AWS operates effectively at Merseyside Police Mounted and Dog Sections.

b) To promote the work of the ICV and AWS Schemes to Merseyside communities and partners, attending meetings or events as required to raise awareness of the work, benefits, and opportunities for volunteering within the Schemes.

c) To produce written reports on areas of responsibility as required for inclusion in key publications including for the PCC's Annual Report, Police and Crime Panel Reports, Key Decision Papers, and other reports as directed by the Head of Business and Executive Operations.

d) To coordinate all OPCC volunteers, including ICV, AWS, CDSP and work experience, ensuring that support remains sufficient for OPCC business to remain operationally effective. When necessary, manage recruitment drives and the application process, including job advertisements, human resource processes, managing and taking part in interview selection processes, the vetting of applicants, and other staff induction procedures.

e) To ensure that volunteers are suitably trained to complete their role through both induction and continual professional development. Training will be produced in a manner cognisant of relevant guidance and applicable legislation, for example those relating to health and safety at work, the Independent Custody Visitors Association, and the requirements of the Police and Criminal Evidence Act.

f) To provide a comprehensive administrative support function to support both the OPCC volunteer schemes and also victim related projects and activity across the OPCC. This may include (but not be limited to) collating and reporting on ICV and AWS visit outcomes, processing volunteer expenses, coordinating internal briefings, preparing meeting agendas and producing high quality minutes to ensure that all appropriate business is conducted efficiently.

g) To build professional, collaborative, working relationships within the OPCC and with external stakeholders including volunteers, Merseyside Police, the Independent Custody Visitors Association, The Dogs Trust, and the Association of PCCs.

h) Be accountable for all Health and Safety issues, to include risk assessment, pertaining to the post holder's area of responsibility in order to fulfil the statutory obligations of the Health and Safety at Work Act 1974.

3(a) KNOWLEDGE AND EXPERIENCE:

An understanding or experience of the management of volunteer schemes, and/or awareness of victim services would be advantageous, alternatively the post holder must demonstrate the potential for excellence in such a role.

The post holder must be able to work both flexibly and effectively across a range of multifaceted teams responsible for a range of functions.

Proficiency in various I.T packages such as Microsoft Word, Excel and Outlook is essential and experience of supporting the administration of volunteer or victim's schemes would be beneficial.

The post holder must be self-motivated and able to work with the minimum of supervision, capable of using their own initiative to plan and organise their workload.

Excellent written and verbal communication skills are essential. The post holder must possess a high level of interpersonal and communication skills, both written and verbal, including the ability to produce succinct written and verbal reports as necessary.

The postholder should be able to develop and maintain positive relationships and partnerships with a wide range of different people from different organisations.

The post holder must have excellent problem-solving skills, including an ability to think creatively to identify and implement solutions.

3(b) **(Does your post require any Police Powers, and if so what are they, and why are they necessary?)**

N/A

4. RELATIONSHIPS:

(a) Supervisory responsibilities:

N/A

(b) Supervision Received:

The role is line managed by the Business Support and Accountability Manager, but the post holder is expected to have the capability of exercising initiative and working with the minimum level of supervision.

(c) Other Contacts:
(i) Within OPCC:

Police and Crime Commissioner, Deputy PCC, Secretaries, Chief Executive, News and Comms Team, Business Assurance Team, Police Liaison Officer, Portfolio & Partnership Team and Commissioning Team.

(ii) Outside OPCC:

Statutory bodies such as the Home Office, the Westminster offices of local MPs, the Association of Police and Crime Commissioners, Association of Police and Crime Commissioner's Chief Executives.

Volunteers including ICV and AWS Scheme members, Members of staff at all levels and across various departments within Merseyside Police, charitable organisations including The Dogs Trust and national representative bodies including the

Independent Custody Visitors Association (ICVA) and Association of Police and Crime Commissioners (APCC).

5. CONTEXT:

***(a) Operating Environment*:**
The post holder works within the OPCC's flexible working hour's scheme.

***(b) Framework and Boundaries*:**
OPCC Policies and Procedures
Merseyside Police Policies and Procedures
Relevant Legislation
Local and National Conditions of Service
Data Access Legislation
Financial Regulations and Standing Orders

***(c) Organisation*:**

N/A

6. DIMENSIONS:

Financial: N/A
Staff: Nil
Other: The post holder is required to coordinate all relevant OPCC voluntary schemes and to provide comprehensive administrative support to a wide range of victim related projects and activity across the OPCC.

7. JOB CHALLENGES:

The post holder will deal with members of staff at various levels within organisations and be required to represent the OPCC in a professional manner at all times.

The role will feature a great deal of flexibility and require an ability to deal with emerging issues and demands, often at short notice.

The role requires excellent planning, organisational, research and communication skills together with awareness of the broader context in which the PCC operates.

An ability to anticipate legislative challenges, opportunities and emerging issues within a dynamic national policing environment.

8. ADDITIONAL INFORMATION:

N/A