# Role Description

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| **Job Title** | Cyber Crime Volunteer | **Responsible for** | Nil Staff |
| **Service area** | Protective Services | **Scale/rank** | Volunteer |
| **Business area** | Crime Operations | **Fixed/flexible/field** | Flexible |
| **Department** | Cyber Crime | **Vetting level** | NPPV 3 |
| **Reports to** | Detective Sergeant – Cyber | **Date reviewed** | 18/01/2023 |

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| **POSITION SUMMARY** |

*In a sentence or two, broadly describe the main purpose or function of the job. Indicate what is done and why (outcome).*

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| To support the Cyber Crime Unit in line with one or more of the ‘4 Ps’ – (Protect, Pursue, Prepare, Prevent) – in accordance with local and national strategies. |

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| **PRINCIPAL RESPONSIBILITIES** |

*List and describe this position’s key responsibilities in concise, comprehensive statements. Address what the position holder does to achieve the position’s main purpose. Also check the approximate amount of time spent on each area of responsibility. Time should be expressed relative to 100%.*

***Note: These statements are intended to describe the general nature of the job and are not intended to be an exhaustive list of all responsibilities, skills and duties.***

| Key activities/elements | **TOTAL: 100%** |
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| 1. To support the Cyber Crime Unit by assisting in cyber-dependent investigations. Assisting with the review and development of current methods used in the Cyber Crime Unit. | 50% |
| 1. Duties and responsibilities will be discussed with the volunteer upon appointment depending on experience / prior knowledge. Duties could include assisting the digital technician. | 10% |
| 1. Volunteers will work closely with our digital media investigators when they tackle cyber enabled crime including fraud, hacking, cryptocurrency and social media based crimes. | 10% |
| 1. Volunteers will actively participate in suggesting and implementing improvements to the cyber unit. | 10% |
| 1. Volunteers will be attending community events with the cyber protect officer to deliver cyber crime prevention advice and support. | 10% |
| 1. Volunteers will attend regular cyber crime training and tasking meetings to ensure they are up to date with current demand / guidance. | 10% |

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| **GENERAL TASKS – STAFF LEVEL (TOTAL: 20%)** |

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| **1. Quality and Compliance**  - Compliance with the force’s policies and procedures  - Ensure the delivery of effective customer and support service in line with any agreed service standards.  -  - Must display the qualities to be able to work in an organisation with minority groups and  provide a service to minority groups in communities. They must show that they are able to contribute to an open, fair working  environment where inappropriate behaviour is not permitted. They must display no evidence of the likelihood to contribute in any  way to workplace bullying or sexist or racist behaviour.  - Maintain records in a confidential manner, ensuring all information handled is done so sensitively and in line with General Data  Protection Regulations  **3. Administrative / Miscellaneous**  - General administration  - Undertaking of any activities commensurate with grade and skill set of the position  - Attendance of required training  - Participating in the performance review process  - Attending meetings and events inside the force area  **4. Health, Safety and Statutory Compliance**  - Comply with Health & Safety Policies and procedures.  - Always keep safety in mind and act in a safe manner.  - To take reasonable care of own and others safety; to co-operate with managers / supervisors in complying with statutory health  and safety duties; to report incidents, accidents, faults and near misses  -Use systems that have been developed to promote health and safety at GWP |

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| **OTHER SPECIFIC TASKS FOR THIS ROLE** |
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| **KNOWLEDGE, SKILLS, AND ABILITIES** |

*Indicate the education level, previous experience, specific knowledge, skills, and abilities required to meet minimum requirements for this position.*

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| **Education level and/or relevant experience(s)**   * Application Form & Interview | * Must be able to demonstrate experience in working with Microsoft Office applications. * To have good communication skills, both verbal and written, and be able to talk with people in local communities. * A strong interest in digital technology and crime investigation. * Level 1 Welsh essential (training will be given). Welsh language skills Level 2 and above are desirable. |
| **Knowledge and skills**   * Application Form & Interview | * Must be able to demonstrate an understanding of cybercrime. * Must be able to demonstrate an ability to work as part of a team. * An understanding of working with diverse groups. * An understanding or interest in crime prevention. * Applicants must be able to drive and have access to a vehicle or have access to public transport (mileage/travel costs can be claimed) |
| **Other requirements** | |
| **We are emotionally aware** | • I treat others with respect, tolerance, and compassion.  • I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law.  • I remain calm and think about how to best manage the situation when faced with provocation.  • I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure.  • I ask for help and support when I need it.  • I understand the value that diversity offers.  • I communicate in clear and simple language so that I can be easily understood by others.  • I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly. |
| **We take ownership** | • I actively identify and respond to problems.  • I approach tasks with enthusiasm, focusing on public service excellence.  • I regularly seek feedback to understand the quality of my work and the impact of my behaviour.  • I recognise where I can help others and willingly take on additional tasks to support them, where appropriate.  • I give feedback to others that I make sure is understandable and constructive.  • I take responsibility for my own actions, I fulfil my promises and do what I say I will.  • I will admit if I have made a mistake and take action to rectify this.  • I demonstrate pride in representing the police service.  • I understand my own strengths and areas for development and take responsibility for my own learning to address gaps. |
| **We are collaborative** | • I work cooperatively with others to get things done, willingly giving help and support to colleagues.  • I am approachable and explain things well so that I generate a common understanding.  • I take the time to get to know others and their perspective in order to build rapport.  • I treat people with respect as individuals and address their specific needs and concerns.  • I am open and transparent in my relationships with others.  • I ensure I am clear and appropriate in my communications. |
| **We deliver support and inspire** | • I take on challenging tasks to help to improve the service continuously and support my colleagues.  • I understand how my work contributes to the wider police service.  • I understand it is part of my collective responsibility to deliver efficient services.  • I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others.  • I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery.  • I support the efficient use of resources to create the most value and to deliver the right impact.  • I keep up to date with changes in internal and external environments.  • I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service. |
| **We analyse critically** | • I recognise the need to think critically about issues. I value the use of analysis and testing in policing.  • I take in information quickly and accurately.  • I am able to separate information and decide whether it is irrelevant or relevant and its importance.  • I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action.  • I refer to procedures and precedents as necessary before making decisions.  • I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions.  • I recognise gaps and inconsistencies in information and think about the potential implications.  • I make decisions in alignment with our mission, values and the Code of Ethics. |
| **We are innovative and open-minded** | • I demonstrate an openness to changing ideas, perceptions and ways of working.  • I share suggestions with colleagues, speaking up to help improve existing working methods and practices.  • I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements.  • I adapt to change and am flexible as the need arises while encouraging others to do the same.  • I learn from my experiences and do not let myself be unduly influenced by preconceptions. |

**Organisational Structure**

ROL

**Cyber Crime Insp**

**DI Jamie Cooper**

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**Cyber Crime SGT**

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**Chief Insp Amanda Thomas**

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**Cyber Crime Volunteer**