



HPNW/001/01/DUTY SHEET/2 NOV 15

Telephone: 044 8700688
 Enquiries: P.E. Venter
 Email: rooipeer@gmail.com

(Eden Bowles Club HP: HPNW Meeting-HQ)
 P/A Rooipeer Street No1,
 Heather Park
 6529
 3 November 2015

Mr/Mrs A.B. Cee
 Unit 15
 Golf Park 3
 Heather Park
 6529

Dear Mr/Mrs A.B. Cee,

APPOINTMENT TO THE HEATHER PARK NEIGHBOURHOOD WATCH EXECUTIVE COMMITTEE: DUTY SHEET OF OPERATIONS COORDINATOR

Reference A: Constitution and Code of Conduct for the Heather Park Neighbourhood Watch (Sub Forum: Sector 4) George, Western Cape: July 2015

B: Concept of Operations for the Heather Park Neighbourhood Watch (Sub Forum: Sector 4) George, Western Cape: July 2015

C: House Rules for the Heather Park Neighbourhood Watch (Sub Forum: Sector 4) George, Western Cape: July 2015

INTRODUCTION: MANDATE FOR APPOINTMENT

1. The Heather Park Neighbourhood Watch Annual General Meeting held on 28 Oct 15 refers.
2. Congratulations on your election and instatement to the Heather Park Neighbourhood Watch Executive Committee (HPNW EC) to serve in the capacity of:

OPERATIONS COORDINATOR

3. Notwithstanding your election, the arrangements that 1) you will first serve a probationary period of 3 (three) months before being instated in a permanent capacity (for a maximum of two years continuous service as of 3 Nov 15) and 2) that you will also be subjected to a screening process by SAPS for purposes of supporting your good standing in our Community, must be positively concluded in the prescribed timeframe.

4. One trusts at the onset that you will thoroughly enjoy your term of office as Operations Coordinator of the HPNW EC, yourself having not only accepted your earlier nomination for office in the HPNW EC but also received the subsequent trust bestowed upon you by the HPNW Members.

DUTIES

5. With due reference to References A-C you will be responsible for the following duties:

- Be responsible for the operational effectiveness within the HPNW Structure regarding all centralised and decentralised HPNW (line-) functions, as enabled by the EC's capacity and capability;
- Be responsible to lead and manage all HPNW line-functional activities and tasks at the technical and tactical level of execution;
- Keep up to date of best practices regarding NW line-functional activities and tasks as applicable to the HPNW Structure in general and deterring criminality specifically, and to facilitate implementation thereof via the HPNW EC;
- Be responsible for managing the HPNW "Operations Room" once a suitable/viable location for the HPNW Headquarters has been sourced, with related administration and to display relevant information on maps with talc overlays, show all duty schedules, patrol areas, crime hotspots etc and other operational-orientated information;
- Be the nodal point for SAPS to introduce relevant crime intelligence aimed at keeping Members informed of possible criminal threats and to implement the best communication practice available to inform the HPNW members timeously;
- Ensure that SAPS provide the relevant (monthly) criminality overview of HP and surrounding area, making sure that a "lessons learnt" approach is followed and Members are informed accordingly;
- Be the Principal co-coordinator for the effective use of all of the HPNW Structure's communication platforms used to communicate with its Members, and to make suitable arrangements for the effective use of these communication platforms;
- Keep statistics regarding the HPNW Line Functions and draw up reports as required;
- Do presentations to Members/attend presentations regarding aspects that will enhance the operational effectiveness of the HPNW Line Functions, with feedback to the EC thereafter and plans how to implement such aspects within the HPNW Structure;
- Oversee the planning and scheduling of NW-type training for all of the HPNW Structure, ensuring for example that relevant Members are trained (amongst others) to do a "Citizens' Arrest" and "Patrolling";
- Oversee the planning and scheduling of NW-type guest speaker performances and for relevant companies to do exhibits of their products/services to Members, based on the principles of non-discrimination, equitability and fairness;
- Workshop practical solutions to deter criminality by liaising with Stake Holders and Role Players, as approved by the EC;
- Design assessment measures to gauge the effectiveness of the total HPNW Line Function;
- Keep the local HPNW Structure Occurrence Book up to date;
- Keep the HPNW Structure Occurrence Book kept with George SAPS up to date;
- Safeguard HPNW Structure assets under his/her direct use;

- Ensure strict confidentiality of information related to matters that requires such an approach;
- Perform all other procedural and organizational duties which relates to his or her duties as Operations Co-ordinator;
- Form part of Project Committees/Task Teams;
- Assist with the development and execution of projects/research;
- Assist with the preparation of Business Plans and other HPNW related reference documentation;
- Share gained knowledge and expertise towards the betterment of the HPNW Structure;
- Act as the Operations Office Administrator of the NW that oversees all related administration practices that may be implemented in the various “Blocks” in order to (similarly) execute the NW Line Functions on a decentralised basis; and (noting that)
- A Statutory Member may not be appointed as an Operations Co-coordinator for the HPNW Structure.

6. It shall ultimately remain your personal responsibility to develop, implement and continuously improve related activities, tasks, processes and checks and balances that will collectively enable you to carry out your mandate.

RESOURCES

7. You will have access to the collective resources available to the HPNW EC, George CPF and the George SAPS to enact your mandate, within the prescribed regulatory framework.

RESPONSIBILITY

8. In general you are responsible to the EC Collective (ie the HPNW EC representing all of HPNW's Members' interests) (via the EC Chairperson) for the proper execution of your duties, within the context of you serving the Heather Park Community as a committed volunteer and for the overall state of your own Office performance assessment. As such you must accept and execute instructions from the EC Collective. To this end you must also consult with the HPNW Chairperson on related liaison and reporting.

9. You also have a specific OWN responsibility to always honor a tasking and deadlines, and to perform to the best of your ability, at all times and putting HPNW interests first.

10. You are responsible to ensure that you attain the desired level of competence (ie knowledge, skills and attributes) associated with the Office of HPNW EC OPERATIONS COORDINATOR through formal and non-formal channels of competence achievement, as sanctioned by the HPNW EC.

11. You are mandated to only delegate (one) level down, but retain the responsibility for the outcome of any delegated task.

12. You shall take every effort to refrain from (or to eradicate) any form of corruption related to the HPNW Structure in general and you Office in particular.

13. You shall thus recuse yourself from any HPNW activity, where your involvement may either lead to (or create the impression that you) may be faced with a conflict of interest – situation that may end up being to the detriment of the HPNW.

14. You cannot delegate any level of responsibility.

PERFORMANCE MANAGEMENT

15. You will deploy practices and procedures that will accurately measure your own HPNW-related performance assessment, more particularly the Office of Operations Coordinator and in general that of the HPNW Structure itself.

16. Deviations from the level of agreed-to criteria/outcomes shall be addressed by means of rectification plans that you develop for this purpose, as sanctioned by the HPNW EC for implementation.

ACCESS TO HIGHER AUTHORITY

17. When faced with issues concerning your Office, you shall first consult with the EC Collective to resolve this matter – the EC Chairperson acts as your point of contact.

18. The next (higher) point/s of access to Higher Authority is that of the Office of either the Chairperson the George CPF or the –George SAPS Station Commander, when sanctioned by the HPNW EC. Care must be taken to always follow the correct Command and Control channels when arranging said access.

CLOSURE

19. Once again, congratulations on your appointment as **OPERATIONS COORDINATOR** of the HPNW EC.

Kind Regards

(L. STROEBEL)

CHAIRPERSON HEATHER PARK NEIGHBOURHOOD WATCH: MRS

DATE: ____/____/_____