

2. Structure of Back Office

During a mass action

A&LS Back Office (**A&LS BO**) is staffed by volunteers under the supervision of members of the A&LS BO team. There are two main volunteer roles:

- Back Office Volunteer (**BOV**)
- Police Station Support Coordinator (**PSSC**)

Normally volunteers take only one of these roles per shift. However, we welcome volunteers willing to be trained for both roles - this enables flexibility, including the possibility of taking both roles simultaneously during quiet shifts.

The supervisor is known as the Back Office Coordinator (**BOC**), and is volunteers' point of contact for enquiries during a shift. The BOC will also oversee workflow; ensure an even distribution of responsibilities during the shift; and answer queries.

There may also be access to a Legal Support Line (**LSL**), staffed by a member of XR Legal Support, to whom enquiries of a legal nature can be referred.

Communication:

Enquiries from volunteers can be made to the Back Office inbox (address in [Summary of Key Links](#) section), staffed by a member of the A&LS BO team. Short-term Signal groups are set up in association with specific mass actions, and can also be used for some kinds of enquiry. There are additional ways of communicating while on shift.

Between mass actions

We currently aim to run a 24/7 Back Office service staffed by members of the A&LS BO team, augmented on a short-term basis by volunteers if necessitated by a particular action. The BO inbox is also staffed throughout the year.

Relationships with regional Arrest Support systems

Vary from region to region. Systems are evolving and there is no general model. Currently this necessitates negotiations with regions from time to time.
