

POST TITLE	INVESTIGATIONS MEETING ADMINISTRATOR
DIVISION / SECTION	LEGAL & ASSURANCE
DEPARTMENT	CORPORATE SERVICES
RESPONSIBLE TO	INVESTIGATION TEAM – TEAM LEADER/ INVESTIGATING OFFICER
NUMBER OF POST HOLDERS	6
ACTING UP/ SECONDMENT	No – PERMANENT

PURPOSE OF JOB

The Investigation Team carries out a wide range of investigations across the Council, including but not limited to those related to Discipline, Grievance, Avoidance of Bullying and Harassment, Domestic Abuse and Whistleblowing.

The Investigations Meeting Administrator provides comprehensive and flexible business support for the Investigations Team - Team Leader and Investigating Officers as well as for all formal investigations carried out by line managers and external partners when the Investigation Team has no available capacity.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Provide a reliable investigatory support service through a variety of formats including telephone, face to face, email, and online.
- Work proactively to facilitate investigation meetings and hearings.
- Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines.
- Work within a team of colleagues dealing with investigatory related issues and service requests through provision of information and guidance.
- Use appropriate systems to process service requests or updates for the Investigating Officers and Investigations Team - Team Leader.
- Organise investigation meetings and hearings such as to Discipline, Grievance, Avoidance of Bullying and Harassment and Whistleblowing. Arrange for relevant witnesses and representatives to attend.
- Create and update a rota of Investigations Meeting Administrators when required.
- Write to those scheduled to attend, arranging suitable dates, in accordance with strict policy timescales. Organise meeting rooms and waiting rooms.
- Collate reports/minutes/statements from witnesses which will form part of the discussion at meetings and hearings and circulate relevant other papers in advance and after meetings and hearings.
- Act as first point of contact on enquiries.
- Attend and minute specialist investigation meetings and hearings.
- Attend meetings in person and virtually as directed.

THE HOW - KNOWLEDGE AND SKILLS

- The postholder is required to hold a qualification equivalent to SVQ Level 2 (minimum) in a related discipline
- The postholder will have significant experience of note taking, ideally in highly complex and high stakes contexts
- The postholder will be expected to take accurate notes of critically important meetings where issues of abuse may be discussed. They will be minuting meetings where vulnerable adults may be present. They may be required to see images/read and hear narrative of harrowing and distressing situations, be present when witnesses may be angry/distressed/frustrated etc.
- Both listening skills and the ability to use judgement to differentiate between the important issues and the minutiae of detail are essential to summarise succinctly what is being stated, often expressed in an emotional, angry, or distressed manner. The reports must be to a standard that could be used in appeal settings and employment tribunals if required
- Require knowledge and skills in a range of investigatory support tasks.
- Experience of taking minutes at complex meetings with multi agency attendance.
- A detailed knowledge of relevant computer systems and an understanding of business support is required.
- Able to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate information to a range of internal and external customers.
- Experience of working in an office environment with a demonstrated ability to meet targets is essential.
- Ability to assist in the review and development of business processes to improve service standards.
- Work with other meeting attendees ensuring timescales are adhered to and all relevant reports and associated paperwork are completed.
- Ability to develop knowledge and understanding of the services being delivered.
- Make a range of decisions relating to the provision of investigatory support services.
- Ensure that all relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately. The post determines the most appropriate method of dealing with colleagues and their representatives and ensures that the enquiry is dealt with appropriately.

ENVIRONMENT

Manage own workload and work with others involved in the meetings to manage their time to meet deadlines and deliver outcomes to agreed quality standards.

Physical demands and conditions will be predominantly within the range of normal office based and remote working activities.

All employees are expected to adhere to Council standards of practice in line with policy, e.g. health and safety.

SUPERVISION AND MANAGEMENT OF PEOPLE

There is no management or supervision of employees required in the role and may be asked to stand in for colleagues as appropriate.

RESOURCES

The post will not be responsible for budgets.

The post will have shared responsibility for the security and maintenance of a range of council wide information systems and data held.

The post ensures that all data, records, and systems are kept up to date, ensuring that all relevant details are accurately collated and recorded.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
- Co-operating with management and following instructions, safe systems, and procedures.
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Additional information can be found in the [Council Health and Safety Policy](#).