

Post title	Investigating Officer
Division / Section	Legal and Assurance
Department	Corporate Services
Responsible To	Senior Investigating Officer
Number of post holders	9
Acting up/ Secondment	N/A

Purpose of Job

The Investigation Team carry out investigations across the Council pertaining to a wide range of policy areas including but not limited to Discipline, Grievance, Avoidance of Bullying and Harassment, Domestic Abuse and Whistleblowing. Many of these investigations will be of a complex and highly sensitive nature.

Acts as a subject matter expert in respect of investigations ensuring continuous improvement, best practice and compliance aligned to our organisational culture, including responsibility for reviewing all matters raised from a variety of sources in a triage capacity, the conduct of further analysis where required and determination as to which Council process should be followed.

Acts to determine which area to escalate incidents to and will liaise with the relevant area to ensure that relevant teams take responsibility for their own progress checking and outcomes.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Carrying out a case load of investigations from the initial planning stage through to interviewing witnesses and preparation and presentation of investigation reports. The Investigating Officer may also be required to present at appeal and Employment Tribunal or Court hearings.
- Review and record all reported incidents, undertake further analysis, determine the most appropriate policy route and escalate to the relevant team in a triage capacity, e.g., Whistleblowing, HR Case Team, Employment Law Team.
- Quality assures notes of investigation meetings drafted by the Investigation Meeting Administrators.
- Once a case is escalated to the relevant council team, the post holder will liaise with the relevant team, to ensure they take responsibility for their own progress checking and outcomes.
- Support a culture of fostering positive relationships, proactive conflict management and focusing on constructive stakeholder involvement and engagement.
- Supporting research and development of best practice complex investigations.
- Working with the Council's Learning & Development Team to advise on appropriate training to support organisational knowledge and skills in respect of complex investigations.
- Representing the Council at external seminars and bodies.
- To proactively engage, consult and work in partnership with the HR Case Team, AskHR, Whistleblowing Team and Employment Law Team.
- Ensure that the service provided is in line with council policy, procedure and current employment law.

- To identify, manage and mitigate potential risks ensuring that risks (financial, reputational and legal) are highlighted to the Investigations Team Leader.
- Be accountable for performance and contribute to weekly, monthly and annual performance metrics/dashboards/ reports re the investigations being carried out by the Investigation Unit, helping to identify hot spots/trends/heat map.
- Work closely with appropriate colleagues to ensure that learning and best practice is shared.
- Liaising with welfare providers (e.g. Occupational Health Providers/ Medical professionals, including trauma support specialists) and representatives in respect of those subject to investigation.
- Attend meetings in person and virtually as directed.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Applied knowledge of human resources policy, practices and process.
- Applied knowledge of employment law.
- Educated to degree level with a relevant postgraduate qualification.
- Demonstrate ability to develop a culture of productive involvement and engagement, constructive working relationships and a focus on positive behaviours and outcomes.
- Demonstrate ability to deal with complex and contentious matters that may have significant implications for services.
- Demonstrate ability to research and develop best practice regarding complex investigations.
- Sensitively manage situations where colleagues/witnesses become distressed/angry/frustrated and ensure support is offered post interview where required
- The post will work under direction but will have autonomy to resolve problems, queries and interruptions.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Manage own 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 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 (NUMBERS AND TYPE OF STAFF)

- Whilst carrying no formal people management responsibilities, the Investigating Officers will be expected to coach and support the Investigations Meeting Administrators where required.

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](#).