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| **Job Description and Person Specification** |  |
| **This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.**  **Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.** | |

**SECTION A: Role Profile**

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| **Post Title** | Investigator | **Post No** | RE479 |
| **Directorate** | Resources | | |
| **Division** | Audit Services | | |
| **Band and Salary** | Band E - £35,745 to £41,418 per annum, pro rata.  (Incremental progression subject to performance in post) | | |
| **Contract Type** | Casual contracts available | | |
| **Responsible to** | Senior Investigator | | |
| **Location** | Audit Services Office, Council House | | |
| **DBS Check** | Basic Check | | |
| **Fluency Duty** | This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers. | | |

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| **Car User Status** | This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.  Applicants must be able to drive, have a driving licence and be a car owner, however for disabled applicants, reasonable adjustments will be made where required. |
| **Police Vetting** | The post holder will be required to comply with West Midlands Police Vetting procedure to ensure access to police premises, information and/or systems. |

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| **Role Purpose** |
| The post holder will be responsible to the Senior Investigator and will undertake a range of investigations for Solihull Council or other organisations as directed. These will include disciplinary, grievance and complaint investigations. |

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| **Role Responsibilities** |
| The post holder will:   * Undertake conduct related investigations and other activities including whistleblowing allegations within agreed timescales, across all areas of the business and client base. * Ensure that all aspects of the investigations are carried out to the highest standard of professionalism and in accordance with relevant legislation, procedures and guidelines, including evidence gathering. * Prepare investigation plans to help ensure that a fair and proportionate investigation is completed efficiently and effectively. * Arrange meetings with witnesses and respondents of investigations, including liaising with union representatives. * Organise their work to comply with laid down standards and timeframes. * Prepare statements or notes of discussions relevant to the investigation. * Prepare concise, accurate and professional reports in the agreed style and format for the client. * Undertake investigative enquiries including taking witness statements to a criminal and civil standard. * Independently make decisions and resolve problems. * Maintain professional working relationships with managers, unions, safeguarding managers and Human Resources Advisors. * Present findings both orally and in writing. * Include relevant evidence in the reports / evidence bundles to support conclusions. * Attend hearings to present findings to the hearing panel. * Prioritise cases and workload. * Maintain confidentiality at all times. * Undertake work for external clients. * Any other appropriate duties as and when required |

**Section B: Person Specification**

|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
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| **Education & Qualifications** | A relevant professional investigation qualification  or  the ability to demonstrate, through extended experience, the necessary knowledge to carry out the full range of duties of this role. | Professional investigation accreditation, e.g. APCIP, CCIP, CIPD, CMIIA, ACFS, PINS  Mediation qualification e.g. CIWM | Application Form, Education / Training Certificates and  Interview |

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|  | **Essential Criteria** | **Desirable Criteria** | **Measured By** |
| **Experience & Knowledge** | Experience of carrying out effective end to end investigations e.g. disciplinary, grievance, fraud. | Knowledge of ACAS Codes of Practice.  Experience of undertaking mediation  Knowledge of PACE and undertaking investigations to a criminal standard | Application Form and Interview |
| Experience of using MS Office programs and other IT applications to extract, analyse and manipulate data. |  | Application Form and Interview |

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| **Skills & Abilities** | Commit to maintaining and complying with professional standards. | Ability to take handwritten statements / contemporaneous interview notes.  Touch typing. | Application Form and Interview |
| Ability to develop effective working relationships with internal and external customers. |  | Interview |
| Effective written and spoken communication skills, including the ability to prepare and present complex information, such as investigation reports, to a variety of audiences, including non-specialists. |  | Application Form and Interview |
| Effective interpersonal skills to confidently deal with difficult and often emotional situations. |  | Interview |
| Effective numerical reasoning skills in order to carry out calculations which are sometimes of a complex nature. |  | Interview |
| Ability to manage a portfolio of cases and prioritise workload with minimal supervision. |  | Interview |
| Flexible approach to meet business needs when conducting an investigation. |  | Interview |

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| **Core Behaviours** | **Excellence -** With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a ‘can do’ attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers. | Interview |
| **Simplicity -** You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working. | Interview |
| **Trust and Respect -** You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect | Interview |
| **Working Together -** You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve. | Interview |
| **Responsibility -** You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions. | Interview |

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| **Other Requirements** | Maintain confidentiality at all times. |  | Application Form and Interview |
| Ability to travel to various locations within and outside Solihull Borough |  | Interview |

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| **Compiled/Reviewed by** | Clare Donohoe, Senior Investigator |
| **Date** | July 2024 |

**Section C: Additional Information**

**Corporate Parent Responsibilities**

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

**Health and Safety**

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others’ health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council’s Corporate Health and Safety Policy and any local safety procedures.

**Information Management**

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

**Training and Development**

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

**Solihull Behavioural Framework**

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

**Mobility**

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

**Variations to Job Descriptions**

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.