

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area:

Resources

Job Ref Number:

03947

Service Area:

Human Resources

Grade:

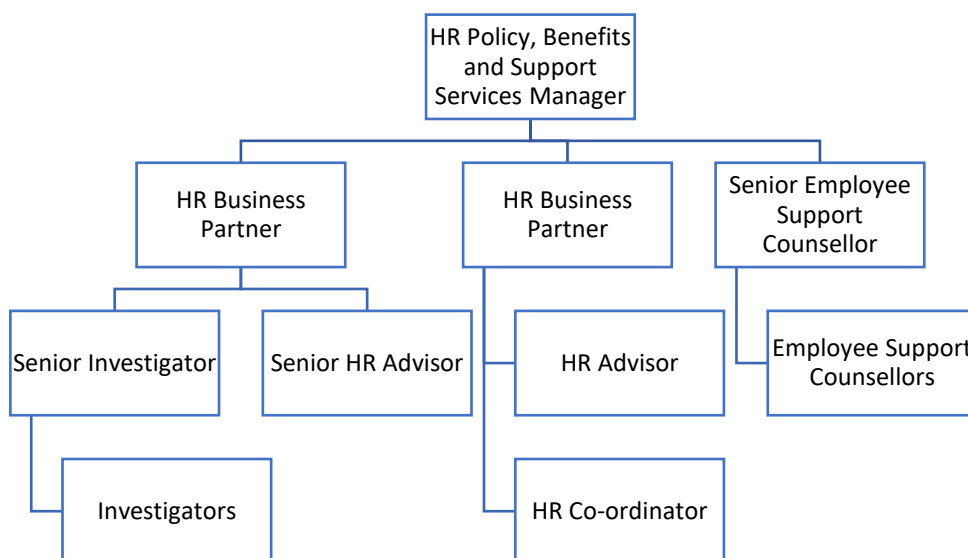
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Job Title:

Investigator

PURPOSE OF JOB:

The Investigator works with the HR Advisory Team to provide an agile investigation service to the Council and other bodies commissioning our services, ensuring investigations into employment matters are completed in a thorough and timely manner. Investigations should reflect professional standards and best practice

TEAM STRUCTURE:

MAIN DUTIES:

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| 1 | <p>Service Delivery – to be a proactive, forward thinking part of an efficient, professional HR Advisory team, providing a comprehensive and quality service to the Council’s Managers. Plan and undertake investigations, including but not limited to conduct or grievance matters across the organisation and any external bodies purchasing HR support, ensuring conclusion in a timely manner.</p> <ul style="list-style-type: none"> ○ Plan the investigative approach and sources of evidence required ○ Undertake investigation interviews ○ Liaise with external organisations such as Police or Professional Bodies as required ○ Analyse and evaluate information gathered to form a fact based opinion ○ Prepare reports on investigation findings ○ Attend hearings and appeals to present findings. Give evidence to external forums such as employment tribunals and professional councils as required ○ Maintain investigation records to enable charging back to service areas |
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	○ Provide regular updates on investigation progress and any challenges encountered impacting on delivery
2	Relationship Management – proactively develop and manage professional and collaborative relationships with customers, colleagues/peers and any other stakeholders.
3	Support Service Developments – contribute to investigation service developments to ensure best practice is reflected, in areas such as: ○ Support service based investigators, and those undertaking management led investigations to ensure quality, acting as a mentor where needed ○ Maintain toolkits and template documents for use by all investigators ○ Support investigator training content and monitor trained investigator numbers to ensure capacity ○ Develop investigators network taking a community of practice approach ○ Remain up to date with best practice to ensure this is shared with investigators
4	Effective HR Service Delivery and Efficiency – contribute to processes which ensure that HR services are delivered cost effectively using customer feedback and benchmarking to help create a culture of continuous improvement and learning within the service.
5	Role Model - provide visible role modelling of the Council’s values, culture and required behaviours and challenging others within the context of the role. Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
A relevant professional qualification or be able to demonstrate competence at an equivalent level (Advanced Professional Certificate in Investigative Practice (Level 7) would be desirable)	A	X	
Practical experience of undertaking investigation and/or evaluation of complex operational systems and processes	I	x	
Up to date knowledge and understanding of investigative practices and techniques, particularly relating to employment investigations	I	x	
Ability to gather, evaluate and analyse data and information. Understand and interpret issues, and draw conclusions whilst being impartial and objective	I	x	
Strong listening and questioning skills and interview techniques. Ability to use tact and diplomacy, adapting approach as needed to enable relevant information to be gathered.	I	x	
Ability to create and compose accurate, effective and high quality investigation documentation and reports. Use professional judgement to ensure all relevant information has been considered and presented.	I	x	
Ability to present complex investigative findings to individuals at all levels, both, internally and externally	P	X	
Ability to plan and organise time and resources effectively	A	x	
Proficient in the use of IT and Microsoft suite of products	A	x	
Ability to support others to improve their practices and quality of investigations	T	x	
Shows flexibility in thinking and is always open to new ideas and approaches	A	x	
Displays high integrity around all that is confidential and is exceptionally discreet	A	x	
Flexibility to work beyond core hours in accordance with the needs of the customers	A	x	

Ability to travel where required to fulfil the requirements of the role	A	x	
Mediation skills	A		x
Experience of working in local authorities or other service/professional bodies			x

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.