Service Document Standard Form:

Role Profile

Professional Standards Investigator

Linked documents: Job Evaluation Guidance Note

ROLE DETAILS:	
Role Title:	Professional Standards Investigator
Grade:	Scale D
Service area:	Legal & Governance
Responsible to:	Director of Legal & Governance

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

To act as lead investigator for the Service into matters related to discipline, grievance and bullying and harassment.

To gather and review evidence through the investigation process, ensuring fair, thorough, comprehensive, timely investigations are completed in accordance with ACAS codes of practice and relevant Service procedures.

To provide detailed and impartial reports to support managerial decision making in relation to matters of discipline, grievance, and bullying and harassment cases.

Provide advice and support to managers on the application of relevant procedures.

Make recommendations for process and policy changes from investigation findings.

To contribute to the development of relevant procedures and provide training and guidance to increase awareness and understanding within the Service.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct or non-direct): The post will not have responsibility for revenue or capital budgets.

The processes managed by the postholder will support the identification, management and mitigation of risks with potentially adverse financial consequences for the Service.

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Staff responsibilities (direct or non-direct): The post will not have direct line management responsibilities. However, they will be required to coordinate and collaborate with managers at all levels across the Service to facilitate compliance with policies, procedures and processes.

Any other statistical data: To record, collate, monitor, analyse and share relevant statistical information when required.

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Carry out discipline, grievance and bullying and harassment investigations in accordance with the relevant Service policies and procedures
- Plan, prepare and carry out interviews and taking witness statements with relevant parties, and generating further lines of enquiry where required, to obtain evidence and accounts of actions, in order to build a balanced and proportionate case
- Engage with key stakeholders and develop working relationships to ensure an efficient and effective flow of information is maintained
- Obtain, research and review evidence from a range of sources as part of the investigation process
- Prepare detailed and impartial investigation reports and a file of evidence in line with relevant Service procedures and to make written recommendations for consideration by the appropriate managers
- , Ensure that the evidence presented has been accurately and effectively researched, and investigated.
- On conclusion of cases, assist with reviews as appropriate
- Assist with cases appearing at Employment Tribunals, for example supporting with bundle preparation and appearing (if required) as a witness
- Develop and deliver training to individuals or groups of employees/managers to help with awareness and understanding of appropriate Service procedures
- Provide advice, and guidance to managers on relevant procedures (discipline, grievance, bullying and harassment)
- Deliver coaching to managers and employees, as appropriate, in procedures and best practice
- Support the review and implementation of relevant Service procedures and supporting guidance (discipline, grievance, bullying and harassment)

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DECISION MAKING:

Make decisions: To decide on the balance of evidence in investigations and make recommendations from those findings.

Significant say in decisions: To review and contribute to the development of relevant Service procedures, training and working practices in respect of grievance, conduct and capability and professional standards.

CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal: Consulting and liaising with the following and/or their nominees:

- Welfare Officer
- Director of People
- Head of People
- Principal Officers
- Chief Finance Officer
- Senior Management Team

External: Consulting and liaising with:

- Police
- Local Authority Designated Officer
- National Professional Standards Investigator network

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information
- To ensure all aspects of health and safety are adhered to. Ensuring that all employees, visitors, contractors etc. within the area are following statutory requirements and Service policies and procedures
- To support the effective implementation and embedding of relevant policies and procedures

- To support the effective implementation and embedding of equality, diversity and inclusion

- To share the Service's commitment to safeguarding and promoting the welfare of children and vulnerable adults
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach employees as required
- Attend meetings as required and submit information in appropriate formats as required
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service

Behaviours we are looking for:

- **Professional**: Upholds integrity, compassion, and respect. Values diversity and advocates inclusiveness
- **Connected**: Personable with strong communication skills. Builds meaningful relationships and manages stakeholders effectively
- **Empowering**: Supports team success, celebrates achievements and fosters a collaborative environment
- **Ambitious**: Creative problem solver who embraces new technology. Proactive and able to juggle multiple projects

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Degree level qualification or above in a relevant subject
- Level 2 Professionalising Investigations Programme, Level 2 (or equivalent)

Experience:

- In-depth experience of conducting formal discipline and grievance investigations, including best practice interview techniques and the production of investigation reports
- Whistle-blower engagement and management
- In-depth experience of conducting investigations in accordance with ACAS codes of practice and guidance
- Report writing with recommendations based on findings
- In-depth experience of working with sensitive and confidential information; and

personal data in accordance with data protection legislation
- Experience of training and the ability to develop and coach others
- Experience of supporting the production of evidence for Employment Tribunals or the willingness to do so
- Experience of providing witness evidence at Employment Tribunals or the willingness to do so

Skills & Knowledge
- Excellent written and verbal communication skills
- Excellent analytical and problem-solving skills
- Ability to deliver high-level recommendations to support strategic decision making
- Ability to work in full compliance with organisational policy and legislative guidance, respecting any sensitive information that is presented
- Experience of working with sensitive/confidential data. Including an understanding of GDPR
- Ability to effectively communicate and present to a variety of groups, including colleagues, managers and teams
- Ability to work confidently within a team and to interact with individuals in a friendly, courteous manner and is tolerant in their approach
- Able to work on own initiative and without direct supervision confidentially
- Ability to plan and prioritise workloads and deliver quality outputs under pressure
- Able to provide sound information to support decision making
- Ability to work to time sensitive deadlines with attention to detail
- Understanding of employment legislation
- Understanding of ACAS codes of practice and guidance in relation to discipline and grievance and bullying and harassment
- Understanding of the Equality Act 2010 and commitment to the development and application of Equality, Diversity and Inclusion principles and practices

REQUIREMENTS: Desirable Criteria
The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:
- Full UK valid Driving Licence
- CIPD Level 5 qualification (or equivalent) or demonstrate equivalent experience

Experience:
- Experience of dealing with representative bodies (trade unions)

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Skills & Knowledge:

- An understanding of the Public Sector Equality Duties
- Understanding of the effects of the Freedom of Information Act 2000 on the role

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The role will require travel to sites across Buckinghamshire and Milton Keynes to conduct interviews and present at hearings.

The role may require travel to other fire and rescue services' premises or areas, or venues outside of Buckinghamshire and Milton Keynes to conduct interviews and present at hearings.

The post holder will be expected to have a flexible approach to work, possessing a high level of integrity, honesty, reliability and confidentiality. Out of standard office hours work may be required (evening and weekend work) with adequate notice.

This role profile will be supplemented by annual objectives, which will be developed in conjunction with the role holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.