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**Job Description**

**Job Title:** Investigating Officer

**Salary Grade:** Grade 8

**SCP:** 31-35

**Job Family:** Organisational Support

**Job Profile:** OS 4

**Directorate:** Corporate & Commercial

**Job Ref No:**

**Work Environment:** Stanfield Centre

**Reports to:** Service Manager

**Number of Reports:**

Your normal place of work will be Stanfield Centre, but you may be required to work at any Company recognised workplace.

**Purpose:**

To be responsible for investigating and handling the complaints made to Together for Children with responsibility for investigating complaints at stage two, by providing an efficient, courteous, informative and responsive service to members of the public who contact the service.

**Key Responsibilities:**

1. Assess, determine and investigate complaints in accordance with operational procedures and standards.
2. To provide a comprehensive, open, transparent and fair consideration of the complaint.
3. In respect of full investigations, to reach conclusions and propose findings and recommendations to the adjudicating officer in a timely manner.
4. To resolve problems, manage expectations and whenever possible to negotiate satisfactory and prompt outcomes.
5. To maintain coherence, close links and open communication about the progress of the investigation with the independent person, complainant, the complaints officer and complaints manager.
6. To provide work related advice, support and guidance to employees across children’s social care.
7. To prioritise work effectively and have due regard to the regulated timescales for investigation
8. To travel within the City as required to undertake the role.
9. Work within the policies and procedures of Together for Children.
10. The above list is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post.

**E. Statutory Requirements**

In line with the Together for Children’s Statutory Requirements, all employees should:

* Comply with the principles and requirements of the General Data Protection Regulation (GDPR) in relation to the management of Together for Children Sunderland’s records and information and respect the privacy of personal information held by Together for Children Sunderland.
* Comply with the principles and requirements of the Freedom in Information Act 2000.
* Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information.
* Use information only for authorised purposes.
* The postholder must carry out his or her duties with full regard to Together for Children Equal Opportunities Policy, Code of Conduct and all other policies.

The postholder must comply with Together for Children Health & Safety rules and regulations and with Health & Safety legislation.

A**uthor**: Stacy Hodgkinson

**Date**: December 2019

**Person Specification**

**Job Title: Investigating Officer**

**Role Profile Reference: OS4 Grade 8**

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| **Essential Requirements**  |
| **Qualifications:*** Educated to degree level or equivalent.
* Relevant professional qualification in social work is an advantage but not essential.
 | Application Form |
| **Experience of:*** Conducting complaint investigations.
* Conducting interviews and eliciting information.
* Report writing.
* Presenting evidence/ information in an informal setting.
* Solving problems of a complex or sensitive nature.
* Experience in dealing with statutory complaints within a children’s services environment is an advantage but not essential.
 | Application form /Interview/  |
| **Knowledge and Understanding of:*** Practical and current knowledge of children’s social care and the legislative framework in which services operate.
* Awareness and understanding of the legal complaints’ legislation for children’s social care.
* Understanding of regulatory bodies relevant to the role.
* Understanding of relevant data protection/ information sharing and governance procedures including those relating to confidentiality.
* The ability to work under pressure to tight timescales and produce high quality work.
 | Application form /Interview/Test |
| **Ability to*** Analyse information, taking witness statements, arriving at conclusions and making sound reasoned recommendations.
* Resolve problems, manage expectations (especially in difficult cases) and, whenever possible, to negotiate satisfactory and prompt outcomes where this is an appropriate course of action.
* Communicate effectively, both written and verbal, with the ability to communicate complicated information in a way which is appropriate to the recipient of that information.
* Identify innovative opportunities for the resolution of complaints.
* Competent use of ICT applications.
* Handle conflict and complex negotiations.
 | Application form /Interview/Test |

**Author:** Stacy Hodgkinson

**Date:** December 2019