**Job Description**

**Main Purpose of Job:**

Provide professional and responsive support to managers across the company. Undertake and provide high quality workplace investigations in a timely manner, to enable them to succeed with their business objectives. Investigations will cover, but not be limited to: disciplinaries, grievances, dignity at work, health and safety, and complaints.

**Key Responsibilities:**

* Develop innovative and proactive approaches to the management of investigations and reports with the aim of reducing the length of time to complete high quality investigations.
* To support managers to improve the management cases across the company by undertaking effective and timely investigations.
* To continuously review working practices in support of the investigation process and take a lead in driving forward improvements in case management.
* To work closely with the relevant Manager in ensuring timelines and actions from the relevant policies are adhered to.
* To produce, analyse, and interpret management information relating to human resources and customer services, particularly in support of improving the management of investigations.
* To provide advice, guidance, and support on the application of the company’s investigation process.
* To present investigation reports at hearings as required.
* To support first class service delivery through focussing on high quality standards and applying the highest standards of team working, performance and practice.
* To develop and maintain effective internal and external relationships and partnership working in all aspects of investigatory activity.
* Any other duties reasonably compatible with those listed above.

**Line Manager:** Compliance Manager

**Responsible for: N/A**

**Political Restriction: N/A**

Note: This is a description of the job as it is constituted at (**October 2024**) but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Company to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Company’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Company reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience** | * Advising on and undertaking effective workplace investigations * Proven track record of providing high quality service delivery, continuous improvement, effective performance and service development * Proven record of communicating effectively at all levels * Producing, analysing, and interpreting management information relating to human resources * Knowledge of strategies designed to undertake effective workplace investigations | * Involvement in projects that support the achievement of business priorities and/or customer requirements, with ownership of key tasks and milestones * Knowledge of relevant employment legislation and related policies and procedures |
| **Skills and Abilities:** | * Excellent influencing, persuading and coaching skills * Excellent organisational and planning skills * Strong IT skills with good working knowledge of MS Word and Excel and database packages * Effective written and verbal communication skills * Ability to build and maintain effective networks and relationships with key stakeholders * Ability to identify and act upon improvements to the workplace investigation process * Ability to develop and deliver investigation reports at workplace hearings * Ability to apply a flexible approach to managing workloads and priorities within a high-volume environment * Ability to work as an effective team member * High levels of confidentiality * Ability to remain calm when dealing with distressed and/or angry staff being investigated |  |
| **Education and Training** | * Experience in investigatory style role, interviewing, and case management * Previous formal education to level 3 standard | * Relevant recognised qualification or actively working towards |
| **Other Requirements** | * Base can be Woodbridge or Lowestoft, though travel to both sites regularly is essential * Ability to work outside core working hours on occasion * Commitment to equality and diversity * Commitment to health and safety |  |