



PERSON SPECIFICATION

Area:	Tigers Road	Job Title:	Complaints and Discipline Co-ordinator	Weekly Hours:	37
Section:	Professional Standards	Scale:	SO2	Version:	1.1
Post No:	KC154	Status:	Established	Version Date:	21 Nov 2013

Please describe, with example(s) in section 7 of your application form how you feel you meet each of the numbered essential criteria, and where possible the desirable criteria, below.

Criteria <i>Justifiable as necessary for safe and effective performance of the job.</i>	Essential <i>A clear definition of the necessary criteria.</i>	Desirable <i>Where available, elements that contribute to improved / immediate performance in the job.</i>
Education:	1. To be educated to degree level or equivalent and/or demonstrate experience of working to this level.	

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<p>Work Experience:</p>	<p>2. To demonstrate an ability to undertake complex criminal / internal investigations into issues of integrity and corruption including gathering and presenting information.</p> <p>3. To demonstrate experience of a role requiring the use of investigation skills in dispute / conflict resolution, crime-related or Human Resource areas.</p> <p>4. To demonstrate the ability to interpret legislation, policy and procedures.</p> <p>5. To demonstrate experience of a role requiring the ability to quickly and proficiently analyse and process information presented in various formats, whilst working under pressure of rigid time constraints.</p> <p>6. To demonstrate the ability to work independently and make decisions within a regulatory framework.</p>	<p>13. In-depth knowledge of PACE, RIPA, CPIA, Human Rights Act.</p> <p>14. Knowledge of covert Policing techniques.</p> <p>15. Experience or qualification in preparing applications under RIPA.</p>
<p>Work Experience:</p>	<p>7. To be able to demonstrate excellent communication skills, both oral and written including report writing skills to senior management level.</p> <p>8. To demonstrate an in-depth working knowledge of the Police Conduct Regulations, Police Staff Misconduct Procedure and the Statutory Guidance Pursuant to Section 22 to the Police Reform Act 2002.</p>	
<p>Personal / Interpersonal Skills, Aptitudes:</p>	<p>9. Demonstrate by example, excellent team skills / working in diverse groups.</p> <p>10. To have experience in the use of Microsoft Word, Excel and Powerpoint.</p>	

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Special Skills:	11. To hold a full current driving licence. 12. To be able to undertake weekend working and overtime when the need arises.	
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POLICE – STAFF**ROLE DESCRIPTION**

Job title:	Complaints and Discipline Co-ordinator.
Post no:	KC154.
Scale:	SO2.
Responsible to:	Chief Inspector – Complaints and Discipline.
Responsible for:	No staff directly supervised.
Contacts:	Police and Police Staff of the Force, Chief Officers, other forces, external organisations and members of the public.
Role:	To act on behalf of the Chief Constable (the Appropriate Authority) to assess, record and determine the force response to complaints from members of the public and internal conduct reports.

<u>Duties</u>	<u>Responsibilities</u>
Assessment:	<ol style="list-style-type: none"> 1. To assess and record complaint and conduct issues ensuring full compliance with the Statutory Guidance Pursuant to Section 22 of the Police reform Act 2002. 2. Identify and action complaints which require referral to the IOPC and / or urgent intervention by virtue of one or more of the mandatory referral criteria being present. 3. Identify and action complaints which are eligible and appropriate for Local Resolution, Local Investigation, Disapplication and Discontinuance. 4. To appoint a suitably qualified Investigation Officer to deal with the complaints. 5. Provide prescriptive terms of reference for the respective appointed Investigating Officer to follow in order to progress the complaint. 6. To provide advice and guidance to members of the Professional Standards Dept, Area and Directorate Managers on disciplinary and conduct regulations and procedures. 7. To review PSD policies and procedures to ensure that they reflect current legislation and national guidance.

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Review:	<ol style="list-style-type: none">1. Review and authorise closure on all complaints processed by way of Local Resolution, Direction and Control, Dissatisfaction or Miscellaneous enquiry ensuring compliance with the IOPC statutory guidance Pursuant to the Police Reform Act 2002.2. Direct the appointed Investigating Officer to conduct further work / enquiries where required.
Review Cont'd:	<ol style="list-style-type: none">3. Review and process upheld / partially upheld and not upheld dispensation decisions from the IOPC.4. Review and process Appeal decisions from the IOPC in respect of non recording decisions, local resolutions and proportionate investigations.
Investigation	<ol style="list-style-type: none">1. To conduct or assist in investigations into police actions as required, ensuring compliance with identified guidelines and standards.2. To report investigations via Chief Inspector to DCC or other statutory bodies and agencies as appropriate.
Criminal / Disciplinary Proceedings:	<ol style="list-style-type: none">1. To assist with the preparation and presentation of misconduct proceedings in line with appropriate guidelines.
Multi-Agency / Partnership Working:	<ol style="list-style-type: none">1. To liaise with the Independent Of Police Conduct.(IOPC), the Office of the Police and Crime Commissioner (OPCC), Crown Prosecution Service and other agencies regarding investigations and other relevant issues.
Quality / Attention to Detail:	<ol style="list-style-type: none">1. To identify and progress quality issues arising from investigations.
General	<ol style="list-style-type: none">1. Provide advice and guidance to the appointed Investigation Officers in addition to those initially provided within the terms of reference.2. Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.3. Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.4. This role description should develop along with the changing demands of policing reflected in Force Objectives and Priorities.5. Be flexible in terms of working location and be prepared to work temporarily at other locations within the Force area, undertaking a similar role.

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Additional Information:

Security Check Level:
(~~strikethrough checks~~ NOT required)

SC, MV

Additional Information:

LEICESTERSHIRE POLICE RISK ASSESSMENT FORM

HS2

AREA/DEPT.: _____ DATE COMPLETED: _____ REVIEWED _____
 LOCATION/WORK ACTIVITY (GROUP OR INDIVIDUAL POST) ASSESSED: _____

SPECIAL GROUPS OF PERSONS CONSIDERED: _____

COMPLETED BY (Risk Assessor): _____

AUTHORISED BY: _____

ASSISTED BY: _____

REMEDIAL ACTION PRIORITY ORDER		
Number	Date Completed	Initials

WORK ACTIVITY		HAZARD		LIKELIHOOD			RISK
No.	Description of task	Description including potential severity	H M L	Groups Exposed. Evidence of previous harm.	Existing Controls in place?	H M L	Hazards x Likelihood