

JOB DESCRIPTION

Post:	Complaints Management Assistant	
Grade:	Band C	Job Evaluation Ref: B737
District/Department:	Joint Professional Standards	
Sector/Section:	Complaints Management Unit	
Location:	OCC, Wymondham	
Reporting to:	Senior Complaints Management Assistant	

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To provide administrative support to the Complaints Management Unit by recording and summarising all complaint and conduct cases and administering Business Interests, Service Recovery, Gifts and Gratuities providing initial advice around complaints management.

2. Main activities of the role *(This list is not exhaustive)*

- File creating, recording and summarising all public complaints on the PSD Centurion system.
- Finalise all complaint cases for the department on the PSD Centurion system.
- Maintain the 'bring forward' system for Complaints Investigations.
- Liaising with Areas/Departments to ensure timescales are met regarding the resolution and investigation of complaints.
- Deal appropriately with internal and external enquiries and provide triage advice on procedure and policy.
- Assist with the administration of the Professional Standards Inbox.
- Assist with the systems administrator service for the Professional Standards Department.
- Administer the Gifts and Gratuities, Business Interest and Service Recovery processes in line with Force Policy.
- Act as point of contact for first line advice and guidance to staff and members of the public in relation to the above policies.
- Finalise all general/miscellaneous cases for the department.
- Notify Officers/Staff of Complaints received against them including the investigation outcome.
- Liaise with Criminal Justice Services to ensure the team are kept up to date with information regarding court proceedings.
- Supply monthly security audits to Information Management.
- Conduct structured research on a wide range of systems including PNC and Athena for Professional Standards Department in relation to assessments and investigations.
- Provide general administrative support to the CMU as required.
- Build and maintain relations with the IOPC by answering enquiries.
- Any other duties that are commensurate with the role and grade as may be requested by management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: Complaints Management Assistant

District/Department: Joint Professional Standards

Location: OCC, Wymondham

Essential Criteria

1. Demonstrate communication and interpersonal skills with the ability to liaise with staff of all levels
2. Proven administration experience with ability to work under own initiative and plan and organise workload
3. Demonstrate the ability to administer processes as governed by policy guidance, showing a methodical approach to work
4. Prove ability for accuracy and attention to detail
5. Working knowledge of Microsoft office and the ability to learn other computerised systems
6. Excellent team working skills
7. Previous experience of handling sensitive information in accordance with legislation and policy.

Desirable criteria

1. Demonstrate an understanding of the Police Complaints and Misconduct Legislation and the IOPC Statutory Guidance
2. Excellent keyboard skills