



## JOB PROFILE

<b>POST TITLE:</b>	<b>Complaints And Misconduct Assistant</b>
<b>GRADE:</b>	<b>B</b>
<b>DIRECTORATE:</b>	Enabling Services
<b>RESPONSIBLE TO:</b>	Complaints Manager
<b>LOCATION:</b>	Hindlip
<b>JOB PURPOSE:</b>	<p>To provide administrative support to the Complaints team in line with IOPC and Home Office procedures.</p> <p>To deal with a variety of customers, officers and staff within the complaints process using a range of communication methods.</p>

### MAIN RESPONSIBILITIES:

1. To take complaints from members of the public; gaining appropriate information, assessing the information and passing to the correct person to progress.
2. To attempt service recovery with the complainant where appropriate, escalating as necessary.
3. To ensure that all complaints are recorded correctly and allocated to the appropriate department in a timely manner.
4. To assist in offering advice to colleagues regarding the complaints process in line with IPCC and Home Office guidance.
5. To assist with arranging meetings and operating the recording equipment at misconduct hearings.
6. To assist in the preparation of appeal files in support of the complaints process.
7. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.

<b>Special Conditions:</b>	May be required on occasion to work after normal office hours to support hearings
<b>Security level:</b>	RV

## **BEHAVIOURS: PRACTITIONER**

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency there are three levels that show what the behaviours will look like in practice.

This role requires the post holder to be operating at or working towards **Level 1** of the CVF.

## **PERSON SPECIFICATION:**

### **Knowledge:**

- 5 A-C Grade GCSE (or equivalent) including English and Maths.

### **Desirable**

- Working Knowledge of IPCC complaints procedures, to include Police Regulations and Statutory Guidance for dealing with complaints.

### **Experience:**

- Previous administrative experience in a customer service environment

### **Key Skills:**

- Proven ability to gather and collate information using questioning techniques and create and maintain accurate records.
- Good verbal and written communication skills including excellent telephone manner with challenging individuals.
- Proven ability to work to strict deadlines whilst managing a high workload under pressure.
- Competent in the use of IT, including Microsoft packages.