

Job Title: PIP2 Investigator (Service Improvement)	
Job Evaluation Number	C124

JOB DESCRIPTION

Job Title: PIP2 Investigator (Service Improvement)	Location: HQ South
Job Family: Operational Support	Role Profile Title: BB3 Police Staff
Reports To: DS Service Improvement Investigation and Review Team (or equivalent)	Band level: 3H
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: complete Individual Management Reviews on behalf of TVP which form part of Serious Case Reviews and Domestic Homicide Reviews as well as participating in Service Improvement Field and Audit work to assist the Service Improvement Review process.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Assist with Domestic Homicide Reviews (DHR), Individual Management Reviews (IMR) etc in accordance with legislation and good practice and support to the DS/DI during any review or inspection process to identify good practice and learning opportunities.
2. Prepare and update Primary Assessments, Initial Chronology of events as well as DHR/IMR documents for Serious Case Reviews presenting them to the relevant TVP Panel Member.
3. Assist with Service Improvement Review (SIR) Field Work, performing structured interviews, 1:1s and focus groups with LPA and departmental staff on area contributing to the overall Service Improvement Review process.
4. Participate and complete investigative audits on a wide range of business areas for Service Improvement Reviews, CCMT Risk & Performance Meetings, internal and external stakeholders & agencies as required e.g. LSCBs, LSABs, HMIC & OFSTED in order to identify issues relating to quality of service.
5. Attend IMR author & panel meetings as necessary to update the management team, identifying pertinent information and bringing this to the attention of the management team as appropriate, urgently if required.
6. Prepare written reports summarising lines of enquiry, intelligence and other complex issues analysing and scrutinising actions and decisions made by those involved. This involves meeting with front-line colleagues and discussing incidents they have dealt with providing feedback where appropriate and highlighting good practice.
7. Conduct necessary administration including creating and maintaining documentation in support of Serious Case Review Process & Service Improvement Process providing Line Management with timely progress reports.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The Service Improvement Unit is responsible for identifying issues impacting on the efficiency and effectiveness of Force and for facilitating improvement. This is in terms of the quality of service delivered by the Force, how well the Force assesses and manages risk and how well it identifies and

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manages demand. The Unit therefore has a wide-reach and mandate to significantly influence front-line policing and the experiences of the public. The Unit is responsible for both supporting LPAs and OCU's in their service delivery and for overseeing the accountability process on behalf of CCMT.

The post holder will produce high level documents which will be presented to CCMT, senior managers in PVP and Major Crime, LPA commanders and departmental heads. Therefore the documents need to be of an extremely high standard – well informed, concise and constructive.

The post holder will attend Serious Case Reviews, Domestic Homicide Panels and Quality Assurance meetings as well as Service Improvement Review Field Work. The post holder will sensitively interview officers & staff members remaining objective and impartial whilst understanding operational pressures officers/staff face.

In order to identify meaningful service improvement opportunities and make recommendations, the post holder will have knowledge (and in some cases expertise) in a wide range of areas of policing, for example, PVP, crime and intelligence, Safeguarding procedures, Criminal Justice, Forensics etc.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows (essential or desirable):</i>	<i>E/D</i>
1. Proven ability to carry out evidential enquiries as part of a team.	E
2. Able to demonstrate excellent interpersonal and communication skills at all levels. Articulate, methodical, conscientious and concise.	E
3. Recently trained, experienced and effective Investigator.	E
4. Proven ability to recognise sensitive information and maintain discretion and confidentiality.	E
5. Self-motivated with flexible approach in terms of working times and able to cope with pressure, using innovative problem solving techniques.	E
6. Effective working knowledge and experience of PVP investigations and processes e.g. Child Protection Conferences, Safe Guarding Adult reviews, MASH etc.	E
7. Experience in preparation of detailed written reports documents.	E
8. Be prepared to attain PiP 2 accreditation through the NIE/ICIDP process*.	E
9. Knowledge of relevant legislation concerning Serious Case Reviews, Safeguarding Adults Reviews and Domestic Homicide Reviews.	D

Additional Comments: *Staff will be expected to attend and pass the Initial Crime Investigators Development Portfolio recognising the professionalism and complexity of investigations within the investigative teams the PIP2 Specialist investigators will be deployed to. This requires being Tier 2 interview trained and attaining a pass in the National Investigators Exam followed by a course and completion of a development portfolio