

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: Service Improvement Investigation Review Team Manager	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 statutory reviews such as Child Safeguarding Practice Reviews (CSPRs) and Domestic Homicide Reviews (DHRs) 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 the preparation of Individual Management Reviews (IMRs) in respect of CSPRs, Domestic Homicide Reviews (DHR), Individual Management Reviews (IMR) etc in accordance with legislation and good practice and support to the SIIRT Manager/DI during any review or inspection process to identify good practice and learning opportunities.
2. Prepare and update Rapid Review responses, chronologies and scoping documents as well as IMR documents for 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 Meetings, internal and external stakeholders & agencies as required in order to identify issues relating to quality of service.
5. Attend IMR author & panel meetings as necessary, 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, producing written case studies for dissemination of learning.
7. Conduct necessary administration including creating and maintaining documentation in support of In support of Child Safeguarding Practice Reviews & other case reviews and Service Improvement processes, 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

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

delivered by the Force, how well the Force assesses and manages risk and how well it identifies and 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 statutory case review meetings 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, Safeguarding Adult reviews, MASH etc.	E
7. Experience in preparation of detailed written reports documents.	E
8. Must possess the National Investigators Exam (NIE), IDP and Professionalising Investigations Programme (PIP) 2.*	E
9. Knowledge of relevant legislation concerning Child Safeguarding Practice Reviews Safeguarding Adult Reviews and Domestic Homicide Reviews and MAPPA Serious Case Reviews.	D
<i>Additional Comments:</i> * This requires being Tier 2 interview trained.	