

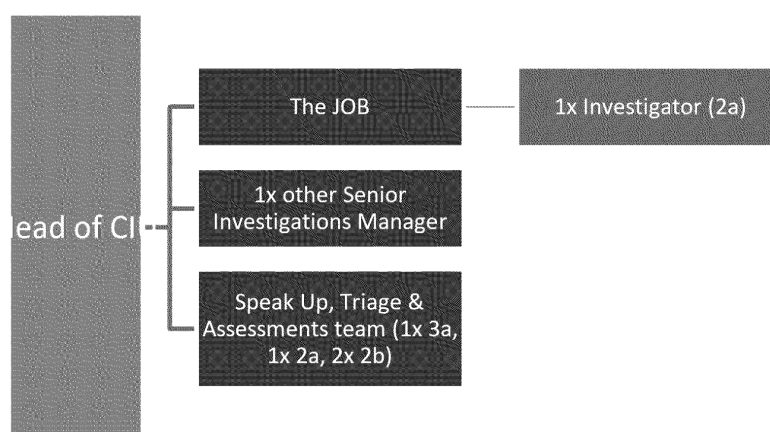
POST OFFICE JOB DESCRIPTION

Job Title	<i>Senior Investigations Manager</i>
Grade:	<i>TBC (3A?)</i>
Post Reports to:	<i>Head of Central Investigations Unit</i>
Division:	<i>Central Investigations Unit</i>
Business Unit:	<i>Legal, Compliance and Governance</i>
Budget Accountability:	<i>Case costs including IT and Legal c£100k</i>
Number of Direct / Indirect Reports:	<i>One</i>
Location:	<i>Homebased</i>
Fit & Proper Requirements	<i>NO</i>
Unique Position Number:	<i>Per SF org structure (added after evaluation)</i>

Purpose of the role

To conduct the highest risk, most complex, or sensitive investigations, managing internal and external SMEs where necessary and to coach, mentor, oversee, and quality assure investigations conducted in other teams across Post Office to ensure skills transfer, adherence to best practice, and standardization of approach. Stakeholder management is key to this role, managing the relationship on a case-by-case basis between CIU and Postmasters, their staff, POL teams, senior managers, GE, and Board as well as external partners.

Where does this role fit in within Post Office?



Principal accountabilities

- Investigations: responsible for conducting the highest risk, most complex, or sensitive investigations in Post Office, managing internal and external SMEs where necessary. Ensuring that the cases are delivered fairly, effectively and efficiently. The findings from investigations will be presented in comprehensive and accurate written and verbal reports by the role holder to senior management in Legal and other departments, to GE members, and on occasion to Board.

- Cost effectiveness: this role is responsible for the legal, IT, expert or other costs relating to their investigations. The role holder is accountable for delivery of cases demonstrating value for money.
- Oversight: this role is responsible for coaching and mentoring business-based investigators to ensure skills are transferred to frontline teams. On occasion, the role holder will oversee investigations conducted by these other teams ensuring compliance with any specific legislative, regulatory or contractual requirements including all Group policies.
- Training: the role holder will develop, deploy and embed training for investigators and managers in the business-based teams ensuring the application of minimum standards and protocols. Foster, promote, and deliver a culture of continuous improvement.
- Stakeholder management: the role holder will have geographical responsibility for relationship management on behalf of Post Office investigations and CIU specifically in either England & Wales or Scotland & Northern Ireland. The role holder will develop and maintain senior stakeholders in the relevant law enforcement and prosecution authorities to facilitate their adoption of Post Office cases in line with the relevant policies and strategies. They will also manage stakeholders in Post Office at senior levels (Director) on a regular basis to facilitate the application of the Post Office's investigation strategies as well as more frequently at an operational team level.
- Coach, mentor, and develop the Investigator direct report, including overseeing new employee on-boarding and providing career development planning and opportunities.
- Empower employees to take responsibility for their role, objectives and own development. Delegate responsibility and expect accountability and regular feedback.

Knowledge, experience and skills

- Essential: 15+ years investigation experience in one or more of in-house corporate conduct investigation teams, regulatory bodies, law enforcement, or other public service body performing similar functions.
- Essential: Experience of investigating serious misconduct allegations, dishonesty offences, and process failings to identify root causes and lessons learned.
- Essential: Experience of complex report writing and presentation of findings/evidence to senior staff and at court.
- Essential: Experience of complex investigative planning; large-scale evidence review strategies; use of technology assisted review; interviewing of witnesses, victims and suspects; managing contractors/suppliers; working with external counsel.
- Essential: experience of working with colleagues at all levels of an organisation, effectively interacting with the most junior to most senior colleagues.
- Essential: experience of interagency or interbody collaborative working, representing an organisation with others in order to influence and achieve organisational objectives.
- Desirable: Legal, HR, or investigative qualification/membership.

Key Working Relationships

Delete - Provide a summary of key working relationships that are fundamental to the role and outside of immediate tea

Who?	When?	To achieve what?
<i>Head of CIU</i>	<i>Daily</i>	<i>Taking tasking, reporting upwards, consulting and providing input to strategic and tactical developments on cases and the operation of the function</i>
<i>Other Senior Investigations Manager</i>	<i>Daily</i>	<i>Working in partnership developing process, procedures, QA approaches, etc. Supporting each other on case work as needed.</i>
<i>Speak Up / Triage / Assessments Team</i>	<i>Daily</i>	<i>Discussing triage of cases, providing advice on investigative approaches, and receiving cases. Participating in the identification of trends and contributing to strategic assessment work.</i>
<i>CIU Investigator direct report</i>	<i>Daily</i>	<i>Tasking, overseeing, supporting, coaching, mentoring, and assessing the direct report in the conduct of cases and delivery of training to other teams' staff.</i>
<i>Senior leaders, GE, Board</i>	<i>As required, likely to be monthly for Senior leaders</i>	<i>Providing written and oral reports on investigations. Laying out facts, reliability of evidence, impact, and implications together with recommended courses of action. Providing advice.</i>
<i>Senior external stakeholders</i>	<i>Weekly</i>	<i>Managing Post Office Investigations' relationships with senior law enforcement, senior public prosecutors, counsel, suppliers, partner agencies in order to deliver Post Office's objectives.</i>