

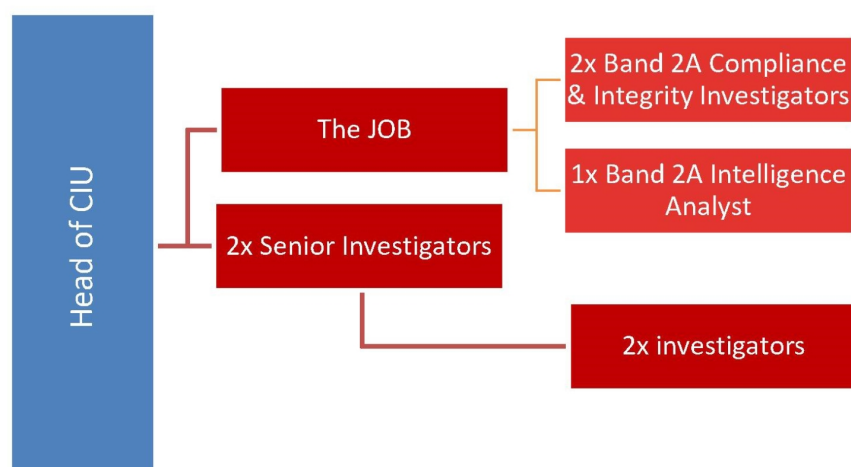
POST OFFICE JOB DESCRIPTION

Job Title	<i>Speak Up and Intelligence Team 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>For Convercent, for analytical software provision. C£90k</i>
Number of Direct / Indirect Reports:	<i>Three – 2x Compliance & Integrity Investigators and 1x Intelligence Analyst</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 manage three distinct but linked high-profile areas within the investigation function: to ensure that the right investigations are selected based on the best information available and allocate to the appropriate investigation team; to oversee and be accountable for the Speak Up function including all whistleblowing investigations; and that investigative MI and strategic risk assessments are produced to inform the business, GE, and the Board.

Where does this role fit in within Post Office?



Principal accountabilities

- Provide advice on, and actively promote, Speak Up reporting and processes to key stakeholder groups ranging from Post Office staff to the Board ensuring that issues, incidents and complaints that are considered 'whistleblowing' are identified and confidentiality is maintained; provide recommendations

on appropriate controls to mitigate Speak Up risks through design and process improvements, and deployment of appropriate internal and external communications and awareness

- Oversee production of regular MI, root cause analysis, and risk assessments from Speak Up, Central Investigations, and business-wide investigative data and other sources of information relating to conduct, criminality, processes, policies, products, services, locations, or other themes; preparation and presentation of reports for Senior Management, GE, Board, and Risk and Audit Committees.
- Responsible for reviewing, assessing and reporting on regulatory or legislative changes and industry best practice, and ensuring the Speak Up and other policies are kept up to date and reviewed annually
- Delivering training, awareness and communications to encourage reporting of issues and create a culture of confidence that issues will be taken seriously and properly investigated and for assuring compliance with any specific legislative, regulatory, or contractual requirements arising from Post Office Ltd business, including liaising with third party service providers and management of contracts
- Responsible for establishing and maintaining an effective Triage process by being responsible and accountable for assessing the portfolio of Post Office-wide investigations to identify appropriate cases for Speak Up and CIU investigators as well as providing assurance of the business-based triage activities.
- Responsible for developing and maintaining effective working relationships with a variety of key stakeholders within Post Office Group to secure a partnership-based approach.
- Coach, mentor, and develop staff, 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

- Significant experience (10+ years in either or a combination of the two) in intelligence analysis or whistleblowing management
- Leadership and management experience (5+ years) essential
- Relationship management experience (5+ years) essential
- Experience of managing a triage process either in an investigatory or intelligence environment essential
- Experience of working in both public and private sectors an advantage

Key Working Relationships

Who?	When?	To achieve what?
<i>Head of CIU</i>	<i>As required</i>	<i>To obtain oversight, discuss policy improvements, report progress, agree sensitive enquiries.</i>
<i>Compliance & Integrity Investigators</i>	<i>Daily</i>	<i>To allocate work, provide advice and guidance, and to quality assure their work.</i>
<i>Intelligence Analyst</i>	<i>Daily</i>	<i>To allocate work, provide advice and guidance, and to quality assure their work.</i>

<i>Senior CIU Investigators</i>	<i>As required but likely daily</i>	<i>To agree carriage of investigations, pass intelligence and information, and to mitigate risks.</i>
<i>GE members, Directors and Heads of business units</i>	<i>As required but likely weekly</i>	<i>For stakeholder management and also as part of the Triage and Assessments process of risk identification and mitigation. Will need to negotiate with these colleagues over Speak Up investigations, investigation findings, process failures, and improvements to operational effectiveness</i>
<i>Legal Director and General Counsel</i>	<i>As required but likely weekly</i>	<i>To discuss sensitive Speak Up issues including advocating protection for statutory whistleblowers</i>
<i>Speak Up Champion: Non Exec Director</i>	<i>At least monthly</i>	<i>Providing briefing on case up-dates; discussing confidentiality and protection issues; providing guidance to the NED on the role and duties of the Champion.</i>